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# Security Terms To Know

# Maximize Your Data Center's Protection

by Joseph Pasquini

PROCESSING CAPACITY, power requirements, and space availability are all valid data center concerns no matter the size of enterprise. Just as important are any security considerations. Customers expect it, legislation requires it, and a company's bottom line demands it. To keep your head above water, here are six security terms of which any data center or information technology manager should be aware.

### **Access Control**

The phrase access control refers to the mechanisms, controls, and policies that limit resource access to sanctioned users or objects.

During the initial phase of access control, the identity of a user or object is authenticated based on an established set of credentials. The second phase consists of approving access to specific resources, based on company policies and assigned permission levels, to the now-authenticated user.

The concept of access control is at the heart of every data center. Ranging from



the submission of user identification tokens for file and Web access all the way to the routine use of a proximity key reader by operational staff, access controls are in an almost continuous state of usage in even the smallest of data centers.

### **Audit Trail**

An audit trail is a collection of records illustrating who has accessed a computer system and what operations he or she has *Go to Page 12* 

# Security Event Management

### **Learn How SEM Can Boost Your Existing Protection**

by Christian Perry

TODAY'S IT SECURITY environments increasingly boast a horde of seemingly impenetrable security devices, each designed to repel even the most diligent hackers. But while they might succeed in fending off most attackers, they present a new challenge: coping with the endless flow of alerts and logs.

Ironically, the inability to handle this information overload can defeat the purpose of a well-stocked security arsenal because if you can't immediately separate the false alarms from legitimate threats, you're leaving an open invitation to your company's data. Enter security event management, or SEM, a concept based on a sturdy set of tools designed to

harness security information through monitoring, analysis, and response.

"Security event management has come about as a discipline

them and whether they're authorized, and who's attempting to knock on the doors and check whether a door is open or not," says Sunil Bhargava, vice president of product management at Intellitactics. "Organizations have a variety of technologies deployed to do this kind of monitoring and prevention, and these tools log their activity. Security event management is taking all those logs and tracking them, logging them, *Go to Page 13* 

to monitor which doors are kept

open, who is going through

SEM is a concept based on a sturdy set of tools designed to harness security information through monitoring, analysis, and response.

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Infobiox announced the ID Aware DHCP Toolkit for helping control network access. ■ The Secure Laptop/ Notebook Cabinet Information Support Concepts will hold up to 18 laptop computers and contains an internal power bar. 

Northwest Performance Software unveiled NetScanTools Pro 10.3, an all-inone network discovery and information-gathering software suite. ■ Phoenix Technologies released Recover Pro 6, an endpoint recovery program. ■ **QStar Technologies** updated its line of Hierarchical Storage Management and Master data archiving products. ■ The FlashDisk SA-4500 is a new SATA RAID array from Winchester Systems.

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# Upcoming IT Events

### - FEBRUARY -

RFID World February 27-March 1 Dallas, Texas www.shorecliffcommunications.com /rfid06 . . . . .

### Search Engine Strategies Conference & Expo

February 27-March 2 New York, N.Y. www.iupiterevents.com/sew /winter06/index.html

### - MARCH -

**Gartner Business** Intelligence Summit

March 6-8 Chicago, III. www.gartner.com/2\_events /conferences/bi4.jsp

> . . . . . VoiceCon March 6-9

Orlando, Fla. www.voicecon.com . . . . .

FOSE March 7-9 Washington, D.C. www.fose.com

### Visit Processor at Booth 1638

. . . . . PC Forum March 12-14 Carlsbad, Calif. www.edventure.com/pcforum

. . . . . Boston SecureWorld Expo March 15-16

Boston, Mass. www.secureworldexpo.com /events/index.php?id=218

> Comptel Spring 2006 Convention & Expo March 19-22

San Diego, Calif. www.comptel.org **Data Center World** 

March 19-23 Atlanta, Ga. www.afcom.com

### Visit Processor at Booth 111

Help Desk Institute Conference March 19-22 Nashville, Tenn.

www.thinkhdi.com/hdi2006 . . . . . TelecomNEXT March 20-22 Las Vegas, Nev.

. . . . . Secure IT Conference - 2006 March 21-24

www.telecom-next.com

Anaheim. Calif. www.secureitconf.com Florida Educational

**Technology Conference** March 22-24 Orlando, Fla. www.fetc.org

**Gartner Business Process** Management Summit March 27-29 Nashville, Tenn. www.gartner.com/2\_events

/conferences/bpm2.jsp . . . . . Gartner Wireless &

Mobile Summit 2006 March 27-29 Detroit, Mich. www.gartner.com/EvReg /evRegister?EvCd=RA9

### - APRIL -

**Gartner Outsourcing** Summit 2006 April 3-5

Orlando, Fla. www.gartner.com/2\_events /conferences/std9.jsp

. . . . . LinuxWorld Expo April 3-6 Boston, Mass. www.linuxworldexpo.com

Infotec April 3-5 Omaha, Neb. www.infotec.org





### Gateway CEO Resigns

WAYNE INOUYE RESIGNED from Gateway to pursue other interests. Inouye became CEO of Gateway after the company merged with eMachines in 2004. He has been credited with rebounding the company, mostly through efforts to push the company into the retail business. Last year Gateway's PC shipments increased 33%, making it the third-largest PC maker in the United States. The company, which has traditionally focused on retail machines, wants to expand its professional and direct business sales. Former Gateway President Rick Snyder will be interim CEO; Inouye will advise the company as it searches for a new CEO.

### Nortel Proposes Shareholder Settlement

To settle two shareholder class action lawsuits stemming from an accounting scandal while under former management, Nortel Networks has proposed a settlement worth about \$2.5 billion in cash and stock. Under the plan, Nortel would give shareholders about \$575 million in cash and 628.7 million shares of stock valued at \$1.9 billion, using Nortel's closing price of \$3.02. Nortel's new President and CEO Mike Zafirovski says the firm hopes to move beyond its litigation issues and start focusing on its transformation, priorities, and customers. Shareholders must approve the settlement before it takes effect.

### Antispam Organization Rejects Email Payment Plan

ANTISPAM GROUP SPAMHAUS has denounced the announcement by AOL and Yahoo! saying they plan to start charging companies up to 1 cent per email for "preferred class" treatment in email delivery. Richard Cox, Spamhaus' CTO, says the move will take away the freedoms of the Internet and that "email should be free and accessible to all. This will disenfranchise people." Cox also argues that charging for emails "won't reduce spam directly," as AOL and Yahoo! say it will.

### HP Reorganizes Notebook, Handheld Units

HP WILL SPLIT ITS NOTEBOOK and handhelds units to separate the product development and management teams. The move means HP's Personal Systems Group now contains four units, focusing on desktops, workstations, notebooks, and handhelds. Dave Rothschild will head the handhelds unit; Ted Clark will control the notebooks group. HP is in the process of unveiling the new hw6900 series of iPAQs.

### ■ Oracle Plans To Eliminate 2,000 Jobs

On the heels of its \$5.85 billion merger with Siebel Systems, database and applications software giant Oracle has announced it will cut 2,000 jobs. Oracle CEO Larry Ellison says the majority of the pink slips will go to Oracle, not Siebel, employees, as 90% of Siebel's development engineers, support, and sales consultants will stay. Siebel's sales team will remain intact as a separate customer relationship management group, with some Oracle CRM representatives joining the team. Following the job cuts, Oracle's workforce will number 55,000.

### RIM Releases Workaround Details

BLACKBERRY MAKER Research In Motion has developed a software workaround that will enable BlackBerry users to communicate even if the U.S. courts impose an injunction on the service on Feb. 24. The BlackBerry Multi-Mode Edition can operate in both a standard mode and a U.S. mode. If the courts order RIM to shut down service, it can activate the U.S. mode via its network operations center. BlackBerry functionality should remain the same after the switch. RIM says it consulted lawyers to ensure the new version doesn't infringe on NTP patents.

### Microsoft Denied Extension By EC . . .

MICROSOFT LOST ITS EFFORT to delay yet again the deadline for complying with the European Commission order imposed in 2004. As a result, effective Feb. 15, Microsoft could be forced to pay a fine of \$2.4 million a day. The EC order requires Microsoft to provide competitors with instructions for developing server software that works with Windows as well as Microsoft's programs do. Microsoft asked for the second delay saying it was being denied access to documents and correspondence from technical experts working on the case. The EC contends the right to confidentiality prevents it from supplying Microsoft with all the information it is requesting.

### . . . But Likely Avoids Conflict With U.S.

MICROSOFT HAS APPEASED the U.S. Department of Justice by agreeing to disclose more information about Windows Server to competitors. Now companies that license operating system protocols will receive additional Windows Server code free. Justice Department lawyers say the plan addresses "many of the concerns" the government had about whether Microsoft was doing enough to comply with the settlement. In related news, the Justice Department has received a complaint about Windows Vista, asking whether PC makers will be able to customize the "experience" customers have when they first turn on their Vista machines.

### Report: Popular Apps Have Poor Security

Two researchers from Princeton University found that programs from many big-name companies are making changes to the operating system that could create opportunities for attackers to exploit their systems by sliding past Windows security measures. The researchers studied the Windows access control system and found the problem stemmed from programs asking for too many privileges, which makes it easier for potential attackers to enter. One of the researchers, Sudhakar Govindavajhala, says, "Vendors are making mistakes when they write programs for Windows. . . . Your computer can become insecure on installation of new programs."

### Federal Tech Funding Program May End

FEDERAL FUNDING MAY END for the Advanced Technology Program, which provides money for IT projects that are promising but too new to attract venture capital funding. "Given the growth of venture capital and other financing sources for high-tech projects, there is little evidence of the need for this Federal program," the Bush administration says, stating private sector financing should be used for these types of programs. The program received \$80 million in funding this year, but that was only enough to fund current projects such as handwriting recognition and cognitive learning systems.

### Cisco Profit Drops

FOR ITS FISCAL SECOND QUARTER, Cisco Systems reported a decrease of 1.8% in its net income, falling from \$1.4 billion, or 21 cents a share, last year at this time to \$1.38 billion, or 22 cents a share, this year, due to stock options expensing. However, Cisco had a 9.3% increase over last year's figures in revenue for the quarter, topping out at \$6.6 billion. The majority of Cisco's revenue for the quarter came from network equipment sales.

### Symantec Acquires Relicore

COMPUTER SECURITY GIANT Symantec is planning to purchase privately held Relicore, a small company that specializes in data center change and configuration management. The financial details of the acquisition have not been disclosed, but the deal is slated to close sometime this month. After the purchase is complete, Symantec plans to offer Relicore's flagship product, Relicore Clarity, as a standalone product.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	Feb. 6 \$	Feb. 13 \$	% change from previous week
Avaya	AV	\$13.10	\$10.26	\$10.25	▼ 0.1%
BEA Systems	BEAS	\$8.52	\$10.97	\$10.58	▼ 3.56%
Computer Associates	CA	\$27.27	\$27.10	\$26.99	▼ 0.41%
Cisco Systems	CSCO	\$17.63	\$17.83	\$19.55	<b>▲</b> 9.65%
Dell	DELL	\$40.99	\$29.32	\$31.57	<b>▲</b> 7.67%
Electronic Data Systems	EDS	\$19.99	\$24.99	\$25.85	▲ 3.44%
Google	GOOG	\$191.58	\$385.10	\$345.70	<b>▼</b> 10.23%
HP	HPQ	\$21.53	\$30.27	\$31.74	<b>4.86%</b>
IBM	IBM	\$92.70	\$79.51	\$80.44	<b>▲</b> 1.17%
Intel	INTC	\$23.30	\$20.61	\$21.13	<b>▲</b> 2.52%
McAfee	MFE	\$23.72	\$22.35	\$24.71	<b>1</b> 0.56%
Microsoft	MSFT	\$26.07	\$27.17	\$26.39	<b>▼</b> 2.87%
Oracle	ORCL	\$13.17	\$12.25	\$12.49	<b>1</b> .96%
Red Hat Software	RHAT	\$12.26	\$28.20	\$26.55	▼ 5.85%
Sun Microsystems	SUNW	\$4.20	\$4.36	\$4.33	▼ 0.69%
Symantec	SYMC	N/A	\$16.74	\$17.06	<b>1.91%</b>

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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# MARKET WATCH

# Tablet PCs Are Just Getting Started

### The Latest Devices Hope To Bring The Power Of The Pen To More Users

by Paul Ferrill

TABLET PCs have been around now for a couple of years and have gone through several generations of hardware releases. Each new release from the different manufacturers brings a little more functionality and often a better price. Cost has been a big factor on many people's minds when considering the purchase of a new portable computer.

Many don't see the

benefit to justify a \$500 to \$1,000 price differential between a laptop computer with similar specifications and a Tablet PC.

Form factor is another issue that comes up when you mention Tablet PC. For the purist, the only "real" Tablet is one of the slate models. They typically are lower powered than the convertible models but do win out when it comes to weight. Several slate vendors also offer a separate key-



### SNAPSHOT

### Fujitsu Lifebook P1500D

\$1,399 for basic model

The small form factor hides the power behind this little gem; it delivers a punch in a small package

www.Processor.com/Fujitsu

board for those times when typing makes sense. Some have discontinued their slate models in favor of a convertible.

One of the newest form factors on the market is the handheld PC or super portable. OQO is one vendor that has recently released a model of its product with full support for the Tablet PC OS. Others such as Xplore and Itronix have gone after specific vertical markets with ruggedized models.



### SNAPSHOT

### Gateway CX200S & CX200X

CX200S: \$999.99; CX200X: \$1,299.99

Big widescreen display with higher resolution gives you more room to write; although the units are a little heavier than most, they do have good processor performance

www.Processor.com/Gateway2

For instance, the GoBook Tablet PC from Itronix is a rugged slate Tablet PC that works in environmentally challenging situations. Midsized, lightweight, and ergonomic, the GoBook Tablet PC boasts rugged and weatherized features.

### **Fujitsu**

Fujitsu has been in the Tablet PC game for quite some time. Its latest offering is the P1500D and falls into the ultra portable space. With a screen size of 8.9 inches and a weight of 2.2 pounds, it packs a lot in a tiny package. You can buy one of its preconfigured machines or order one with a custom set of options.

Being equipped with an Intel 753 low voltage (1.2GHz) processor and up to 1GB of memory puts the P1500D on the low end of the scale in raw power, but it's certainly adequate for the primary

Tablet functions. You can select from 30 or 60GB hard drive options. Connectivity options include 802.1a/b/g Wi-Fi, a 10/100 Ethernet port, 56KB modem, two USB 2.0 ports, and one Compaq Flash and one Secure Digital slot. There is no built-in CD or DVD drive, so you'll need an external one for installing software.

### Gateway

Gateway is one of the latecomers to the party and chose an interesting set of options for its first offering. The CX200X has a 14-inch widescreen display, making it one of the larger products in the Tablet PC space.

Another model, the CX200S, is currently priced at under \$1,000, putting it near the bottom in terms of price for a Tablet PC from any vendor. On the downside, the CX200S is big and comes in at a hefty 6.84 pounds, pushing it up to one of the heavier models on the market. Some of the nicer design features include a detachable battery pack that doubles as a handle. A max screen resolution of 1,280 x 768 on its 14-inch widescreen gives this product more display area than many of its competitors.

### HP

HP tc4200

\$1,849 for a standard configuration

with a 1.86GHz processor and 512MB

Offers flexibility and options, including

CPUs from a 1.5GHz Celeron up to a

viewable screen makes the product

usable in any lighting

2.13GHz Pentium M; an optional outdoor

www.Processor.com/HP3

Compaq was one of the first vendors to market with a slate-



### Lenovo Thinkpad X41

Starts at \$1,799

Small size and weight make it easy to carry around; optional batteries offer extended usage

www.lenovo.com

TC1100 weighed a little over 3 pounds without the keyboard.

Some of the features that set the tc4200 apart are the use of Intel Pentium processors up to 2.13GHz, up to 2GB of RAM, a full-sized keyboard, and a 12.1-inch glass screen for longer life. For extended battery usage, HP includes the travel battery that effectively doubles the amount of time between charges. HP has announced another option, the enhanced Outdoor Viewable Display, for the HP Compaq tc4200 Tablet PC that will greatly improve outdoor visibility.

### Lenovo

The IBM Thinkpad line of laptop computers has been a favorite in the corporate commu-

nity for a long time. It wasn't until after Lenovo took over IBM's PC division that a Tablet PC Thinkpad was introduced. The Thinkpad X41 is worthy of the label and

includes a number

of solid engineering features to set it apart. USB ports on both sides of the device make it easier to connect to external peripherals.

The X41 has a fingerprint reader for additional security functionality along with software that integrates it into the operating system. Built-in 802.11a/b/g and Gigabit Ethernet give you multiple connectivity options.

### **0**Q0

The OQO model 01+ Tablet edition adds the Tablet PC operating system to its ultra portable computing device. The OQO model 01+ weighs only 14 ounces and is just 4.9 inches long, 3.4 inches wide, and 0.9 inches thick. The amazing thing is what comes inside that small package, including a 1GHz processor, 512MB of RAM, a 30GB hard drive, Bluetooth, 802.11b Wi-Fi, and more.

There's a microphone, speaker, and stereo headphone jack for multimedia applications. An active hard drive protection feature safely parks the drive heads upon detecting a freefall condition. Other

innovations include a thumbwheel similar to one on a BlackBerry device for scrolling, as well as other enhanced features.

Toshiba has several

### Toshiba

different models of Tablet PCs to choose from, but the M4 series has been one of nore popular ones. It features inch screen with resolutions

its more popular ones. It features a 14-inch screen with resolutions up to 1,400 x 1,050, a DVD burner, 1.73GHz Pentium M processor, up to 2GB of memory, and a 60GB SATA hard drive.

Toshiba also offers the M200 series with a smaller screen (12.1 inches) and smaller weight. The M200 doesn't have an internal optical drive, but you can purchase an external drive as an option. Toshiba offers a host of different options and accessories for its Tablets.

### **Xplore**

Vertical markets have been and continue to be one of the bigger applications for Tablet PCs. Many of the target markets require a ruggedized version of the Tablet that can survive environments such as construction sites or other outdoor locations. Xplore offers its iX104 product with all the features you'd expect in a top-notch Tablet PC but ruggedized for harsh environments.

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### SNAPSHOT

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To see *Processor* Showcase advertisements for products in this category, look online at www.processor.com and find the Tablet ads under End Nodes/Mobile.

# **Buying Tips**

- Know what environment you want to use the Tablet PC in—that is, indoors only or indoors and outdoors.
- Know what software you will be using, as that can dictate specific system requirements such as memory and processor speed.
- Don't buy one of the bigger units if you intend to carry it around all day.
- Do consider an extended warranty for the screen, as that tends to be one of the first things to fail.
- Buy as much RAM memory as you can afford; it will make a big difference in overall system performance.

type Tablet PC with the TC1000. Compaq merged with HP some time ago, and HP has subsequently discontinued the slate version in lieu of a convertible tc4200. While the newest HP Tablet model has added an attached keyboard, it hasn't gained a lot of weight. A typical model weighs around 4.5 pounds, while the



The *Processor* Showcase section features new products and services available from hot new manufacturers, as well as the old standbys. It's an easy way to compare products and discover new technologies and solutions, so refer to it for all your buying decisions.



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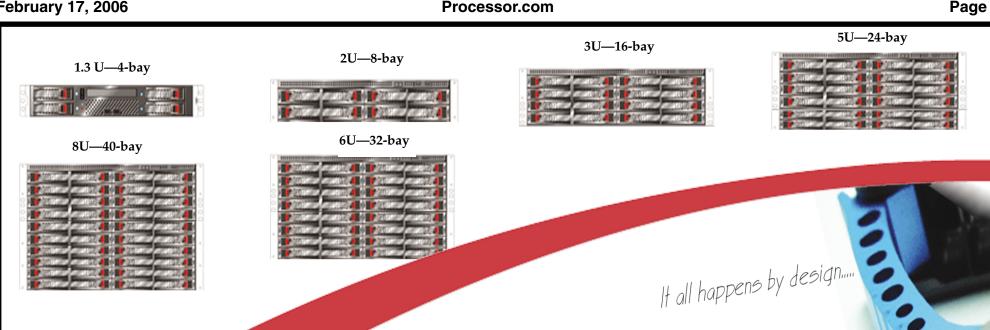












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UG104 features intelligent PS/2 mouse and keyboard emulation to ensure flawless bootups. User can either use push buttons or on-creen display (OSD) menu for port selection. In the Auto Scan mode, different (5 ~ 30 sec.) time intervals can be set to monitor the computers.

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Flawless booting - PS/2 keyboard and mouse emulation for error free bootup. Audio support - console audio jack provided for speaker sharing.

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# Storage Terms To Know

### **Technologies Try To Keep Up As Storage Needs Continue To Grow**

by Alan Petraske

OVER THE PAST 10 YEARS, storage devices, standards, and software have evolved at breakneck speed. And if industry surveys are correct, your data storage needs have more than quadrupled since the good-old days when tape backups first became widespread. The terms below will keep you current in the storage arena, which is still changing constantly, and help you work proactively to meet your storage needs.

### **CDP** (Continuous Data Protection)

CDP, also called continuous backup, is a storage system in which all the data in an enterprise is backed up whenever any change is made, creating a storage snapshot of every transaction that takes place in the enterprise for every instant in time that data modification occurs

Installation is straightforward and does not put existing data at risk, and recovery of the most recent clean copy of the affected file is always possible in seconds. CDP is being implemented on an

application by application basis. Startup vendors include Revivio (www.revivio.com), Mendocino Software (www.mendocinosoft .com), Network Appliance (recently acquired Alacritus; www .netapp.com), and XOsoft (www .xosoft.com).

### **ILM (Information Lifecycle** Management)

ILM software and systems are designed to handle stored data from the time information is created through its final disposition. The various ILM processes, policies, services, and tools are used to align the business value of information with the most appropriate and cost-effective infrastructure.

For example, an ILM process can be used to define the type of data in storage and to assign it a relative value. Current data or data with a high value can then be stored on high-traffic machines that can support heavy end-user loads and perhaps be tightly encrypted, while older, less urgent or lower-value data can be housed on low-performance, older servers. Surveys indicate that this type of storage management is the area most small to midsized enterprise data centers are addressing.

### **IP (Internet Protocol) Storage**

IP storage lets you access a storage device over a TCP/IP network using standard Ethernet cables, long the mainstay for connecting servers and largescale storage devices. Because there's no need for expensive controllers, gateways, or Fibre Channel cables, existing IT investments are maximized.

The greatest benefits of IP storage occur when a company uses available IP networks to extend a storage network application over some distance or to replace direct-attached storage devices with storage that is network-based. Because IP storage brings network-based storage to more environments and more price points, it has rapidly become a mainstream storage networking technology. Vendors now offer scalability, storage virtualization, volume sharing, and dynamic backup.

### **Open Source Software & Storage**

To avoid the overhead expense of the proprietary software that vendors create to manage and



administer their storage hardware, SMEs can turn to disk drive storage products that are designed and produced in compliance with open sources and open standards.

Open standards and open-source software can produce state-of-theart solutions that are less expensive than proprietary products. But will they come with comparable support when compared to a product that has vendor backing? Recently, open-source vendors have begun to say "yes." Entrylevel products, each promising full service and support, include the UltraTrak SX4000 from Promise Technology (www.promise.com), SpikeNet from SpikeSource (www.spikesource.com), and the OSS RS1000 from Open Source Storage (www.opensourcestor age.com).

### RAID (Redundant Array Of **Independent Disks**)

RAID is a family of techniques for managing many separate disks, rather than one large one, to deliver desirable cost and performance characteristics such as increased speed, reliability, storage capacity, fault tolerance, and data availability.

RAID levels 1-5 involve data striping, mirroring, check data capabilities, and parity through rotational synchronization with the data stripe size matched to the size of the exported data block. RAID 6 will have the capability of executing read and write requests to all of an array's virtual disks in the presence of two concurrent disk failures. Because RAID formats are vendor-specific, the RAID DDF (Disk Data Format) specification has been proposed to provide a common format that will allow basic interoperability among RAID vendors' products.

### Virtual Tape Library

A virtual tape library lets you keep your current disk array, whether it's device-attached, network-attached, or organized as a RAID. However, your virtual tape appliance and its software that emulates traditional tape devices and tape formats make those disks appear to your backup server as though you had actual tapes. As a result, your data archiving, your diskto-disk backup, and your write once, read rarely data is deposited onto disk drives just as it would onto a tape library, only much faster. You combine the speed of disks with the familiar processes and methodologies of tape.

### In The News

Here are two terms making news in the storage arena:

### iSCSI

iSCSI (Internet SCSI) is the transport protocol that encapsulates standard SCSI storage commands in TCP/IP packets, allowing them to be transported over a general-purpose TCP/IP data network. (See the Internet Protocol storage definition in this article.) From the outset, iSCSI was targeted at small and midsized organizations with Windows server environments that need the any-server-to-any-storage benefits of networked storage but might lack the IT and resources required to deploy high-end infrastructure such as Fibre-Channel SANs.

Using iSCSI and IP storage, you can connect servers that previously had their own direct-attached storage to shared storage on an iSCSI SAN. You don't have to purchase and learn a new networking protocol. All you need are inexpensive iSCSI network interface cards for the servers and a new iSCSI storage array. And the storage can be administered centrally instead of being

managed at each individual server, which lowers administrative overhead.

### SMI-S

SMI-S (Storage Management Initiative Specification) standardizes the management of vendors' storage devices. By capturing basic information from each device, it provides a way for storage devices to communicate with storage management software, allowing the software to not only discover and monitor equipment but also control its functionality. SMI-S is based on the CIM (Common Information Model) specification but is being developed much further. Most large storage vendors promise to support SMI-S, although there has been little follow-through yet. Vendors will be able to add extensions to SMI-S that enable more functions than the basic specification does. The most recent version, SMI-S version 1.1, includes support for iSCSI (Internet SCSI).

### KVM

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# Wireless Terms To Know

### Promise Of Untethered Networking, Considerable Market Growth Appeal To Many

by Ed Tittel

As a GENERAL TECHNOLOGY, networking is fairly mature: It's well-recognized and understood, widely used in the workplace and at home, and considered a staple part of IT infrastructure. But when it comes to networking, wireless is where the serious action and growth is today. According to various sources, wireless networking was expected to be a \$5-billion-plus market last year, with annual growth rates of more than 20% forecast for the rest of this decade.

Those kinds of numbers indicate that wireless is the place to be, networking-wise. But as anyone who digs into this technology will soon discover, it's yet another technology area rife with its own special terminology and acronyms. By working your way through a generous handful of key wireless networking terms, you

### **The Newest Term**

Of all the terms and technologies we've covered, WiMAX (Worldwide Interoperability for Microwave Access) is both the newest and the most exciting. It's also appearing frequently in the news these days because of great interest in its promised capabilities. With 2005 sales for WiMAX in excess of \$100 million, it's also more than just an idle fancy or flash in the pan. On Jan. 19, the first-ever WiMAX Forum Certified wireless broadband network products were announced, which means this market will expand quickly.

WiMAX is based on IEEE 802.16 BWA (broadband wireless access) standards, and it supports bandwidth of up to 70Mbps (faster than 802.11g) over distances of up to 30 miles. With these kinds of numbers, if WiMAX can deliver on such promises, it will probably take over the wireless networking world as we know it. Today, that world is more or less dominated by Wi-Fi hotspot technology that seldom exceeds a 1,000-foot radius around access points and usually covers a smaller broadcast area inside buildings full of wiring and steel because both excel at interfering with radio signals.

WiMAX holds the promise of offering a workable wireless replacement for the traditionally wiring-based last mile of connectivity for communications of all kinds (video, phone, networking, and more) for businesses, organizations, and end users. Obviously, WiMAX blows the top off both bandwidth and distance limitations and takes wireless networking to a new level.

should be able to find your way into the products and technologies that make this market so vibrant and interesting to businesses and organizations of all sizes.

The fundamental appeal of wireless, of course, is untethered networking. Especially in today's onthe-go workplace and with an increasingly mobile workforce, "look Ma, no wires!" is more than just a gee-whiz phenomenon.

Here are a half-dozen key wireless terms that, taken together, sum up the appeal and promise of this fascinating collection of networking technologies.

### MAC (Media Access Control) Address Filtering

All network interfaces possess a special burned-in hardware identifier that uniquely identifies such device's media access control circuitry. Though spoofing is possible, most modern WAPs (wireless access points) can check MAC addresses and be configured to only permit devices using known addresses to access the net-

work. Again, this can't defeat knowledgeable hackers but does provide some basic security.

### SSID (Service Set Identifier) Broadcast

An SSID is a code that must be attached to all packets on a wireless network to identify them as belonging to the network. This code consists of up to 32 alphanumeric characters, and all wireless devices that attempt to communicate with one another must share a common SSID. A weak form of wireless network security involves turning off the SSID broadcast, which prevents naïve users from learning that necessary information to join the network. But the SSID remains easily available to hackers given a plethora of tools to extract it from ongoing communications. Other stronger forms of encryption and authentication, such as those provided in WPA and WPA2, are necessary to boost wireless LAN security.

### **VPN (Virtual Private Network)**

A special form of network connection between a client and server (or between any pair of endpoints) that adds an additional layer of authentication and encryption to all communications that pass over such a connection. Most experts recommend that any type of remote or wireless network connection occur over a VPN, which

makes VPN pass-through a key requirement for those organizations and businesses that heed such advice and use VPNs for wireless



networking. Most modern WAPs support VPN pass-through.

### **WAP (Wireless Access Point)**

A base station device that creates a link between a built-in multichannel radio transceiver and a built-in local network connection of some kind (usually 10/100Mbps Ethernet) to provide remote wireless clients with a local point through which they can access a wired network (and thus also the Internet). Clients on the same WAP can communicate with one another through the WAP.

### Wi-Fi

Wi-Fi is a general term for wireless networking products built around the IEEE's (Institute of Electrical and Electronics Engineers') 802.11 family of wireless networking standards, all of which are based on packet radio technologies. These include the following elements:

802.11a (ratified in 1999): Uses a maximum raw data rate of 54Mbps using OFDM (orthogonal frequency division multiplexing) for maximum throughput of about 25Mbps. Operates in the less heavily used 5GHz radio frequency band, which delivers shorter range and requires more expensive base station gear (and explains why it's the least popular of the 802.11a/b/g triad).

can double the raw data rate to 108Mbps but tend to be proprietary and work best when client and base station equipment all come from the same vendor.

802.11b (1999): Has a maxi-

mum raw date rate of 11Mbps but

uses the CSMA/CD media access

method, resulting in maximum

throughput of between 5.9Mbps

and 7.1Mbps. Typical indoor

ranges of 100 feet (30m) for

11Mbps (raw) and 300 feet (90m)

for 1Mbps (raw). Operates in

the heavily used 2.4GHz radio

frequency band. Originally the

most popular wireless LAN technology; now largely supplanted

802.11g (2003): Works at the

same maximum raw data rate as

802.11a (54Mbps) with the same

maximum throughput of 25Mbps

but operates in the more heavily

used 2.4GHz radio frequency

band that 802.11b also uses.

Multichannel implementations

by 802.11g.

**802.11n:** An IEEE task force for this latest flavor of 802.11 is still at work, but a final candidate specification has received draft approval. It seeks to standardize

multichannel 802.11g implementations, among other things, by adding multichannel support (see MIMO) and using OFDM for all bandwidth settings. This standard will probably be ratified sometime this year.

802.11x: Not a radio frequency wireless networking standard but rather a mechanism for port-based network access control, which provides authentication to devices attached to a LAN (or wireless LAN) port. If a device presents proper credentials and authenticates, it can establish a point-to-point connection; if it fails, it's denied access. This approach ensures that only authorized devices (and users) can make use of wireless access points (see also MAC address filtering).

Most modern wireless equipment operates in so-called tri-mode, which means it's capable of working as 802.11 a, b, or g as locally available access points allow.

# WPA (Wi-Fi Protected Access) & WPA2

Defines a class of systems designed to protect and secure wireless (Wi-Fi) computer networks. WPA implements most aspects of the IEEE 802.11i standards for wireless security mechanisms, but WPA2 implements that entire specification. Among other things, WPA2 makes use of AES (Advanced Encryption Standard), a U.S. government-backed and approved encryption standard that offers stronger encryption for wireless data streams than WPA (or its now-discredited predecessor, WEP, or Wired Equivalent Privacy).

WPA2 also supports 802.1x for authentication and uses an RSN (robust security network). Both WPA and WPA2 must be explicitly enabled on wireless gear to work, and they require special attention to passphrases used for authentication credentials when operating in Personal mode, as is most likely for homes and small offices.

### **Other Terms Defined**

AES (Advanced Encryption Standard): A block cipher (a way of encrypting and decrypting fixed-sized blocks of data) that has been adopted by the United States government as an encryption standard in NIST US FIPS PUB 197 in November 2001. Two Belgian cryptographers named Joan Daemen and Vincent Rijmen developed this cipher, which uses a fixed 128-bit block size and keys of 128, 192, or 256 bits.

**BWA (broadband wireless access):** A technology that delivers high data rates for wireless data networks, aimed at competing with wireless forms of broadband such as DSL (Digital Subscriber Line) or cable modems used on the telephone and cable television networks, respectively.

MIMO (multiple input, multiple output): Some vendors consider this a proprietary label; others view it as merely descriptive. Either way, it refers to using multiple radio channels in parallel to increase bandwidth and explains why you see vendors claiming 108Mbps bandwidth for 802.11g gear with multiple channel capability. When the 802.11n standard, which uses the term MIMO to define multichannel wireless networking communications, is approved, this presumably means that devices that use the MIMO designation must comply with that standard.

**OFDM (Orthogonal Frequency-Division Multiplexing):** A form of frequency-division multiplexing (where multiple signals are sent simultaneously at different frequencies) where a single transmitter broadcasts at numerous different independent (orthogonal) frequencies at the same time. This is combined with advanced modulation techniques for each broadcast frequency and produces signals with high resistance to interference.

# Networking Terms To Know

### Wide Range Of Activity Makes Keeping Up Difficult

by David L. Burkett

IT NETWORKING IS AWASH with constantly changing terminology and acronyms. These changes reflect the evolution of the technology. The following terms are representative of the wide range of activity in networking.

### Ethernet

Ethernet, the IEEE (Institute of Electrical and Electronics Engineers)

Enter IPv6 (version 6). Using the IPv6 protocol, the number of unique IP addresses increases to 2<sup>128</sup> (three followed by 39 zeroes). The two IP versions will coexist for the foreseable future. Government agencies have proven to be aggressive early adopters of the new addressing. Europe and Japan have embraced it, too. Many well-known network security vendors, including CheckPoint, HP, Cisco, and Juniper, manufacture devices such as routers and hubs that



specification 802, continues to grow and evolve, still building on the seven-layer OSI model. The use of IEEE 802 Ethernet standard technologies is ubiquitous. The Ethernet Alliance foresees emerging technologies that could extend Ethernet even farther at speeds of 40Gbps to 100Gbps.

### **Gigabit Ethernet**

Gigabit Ethernet, also known as Fast Ethernet, is described by IEEE specification 802.3z. The 1000Base-T standard provides as much as 1Gbps over CAT5 (preferably CAT-5e) UTP (unshielded twisted pair) copper cable. Since CAT5 cabling can be used, and the 1000Base-T standard supports autonegotiation between 10Mbps, 100Mbps, and 1,000Mbps Ethernet, its use from wiring closet to desktop is practical. Demand for Ethernet bandwidth is increasing, and Gigabit Ethernet provides a growth path at an affordable price.

### **IP (Internet Protocol) Address**

Our appetite for IP addresses has grown at a rapid pace. Recent popularity of small wireless devices is causing concern that the pool of IP addresses (about 4 billion) using the IPv4 (Internet Protocol version 4) configuration will become depleted.

are IPv6-compliant. IPv6 will ultimately become the standard. Until then, be aware of possible interoperability problems and plan conversion efforts accordingly.

### **PAN (Personal-Area Network)**

The PAN connects portable IT devices up to 10 meters. These devices can operate by communicating among themselves or can connect to a higher-level network or Internet. A WPAN (wireless personal-area network) is essentially the same but conceptually serves multiple users. The Bluetooth (piconet) network technology is an example of WPAN. The concept of wearable computer devices that communicate between themselves and others in the immediate area is based on PAN.

The PAN is a fast growing network technology market and has expanded its usability by incorporating technologies

# Another Term Defined

CAT7 provides blazing, 10Gbps performance for those who can afford it. This shielded, UTP copper specification is highly recommended for new construction and will future-proof the cable plant (for several years, anyway). The only cabling system that currently outperforms CAT7 copper is fiber-optic, which costs substantially more. One caveat about the use of CAT7 wiring: Mixing with CAT5 or 5e components will cause degradation of a CAT7 plant. CAT7 requires that the installer understand that it's a different system than CAT5 or 5e, and careful planning is required.

such as Skinplex, which transmits using the natural capacitance of human skin.

# VoIP (Voice Over Internet Protocol)

VoIP is a fast-growing phone service that uses the Internet for communication. It offers features such as voicemail, caller ID, and call forwarding. Desktop videoconferencing also utilizes VoIP.

VoIP calling can be configured directly using a PC sound card, via USB phones, wirelessly using Bluetooth technology, over a regular telephone using an analog telephone adapter or VoIP router, or through a LAN switch or router to the PBX.

A word of caution before implementing VoIP: Your data network must be able to sustain a substantial increase in bandwidth usage to provide jitter-free QoS (quality of service). Verify that hubs, routers, and switches are designed for IP packets and QoS. A robust failover system will also be necessary if the primary network fails

VoIP is a significant change, but the savings can be substantial.

### WLAN (Wireless Local-Area Network)

WLAN is defined by IEEE specifications 802.11, 802.11a, 802.11b (Wi-Fi), 802.11g, and 802.11n. Wireless access points on the wired network connect to wireless (WLAN) devices. The WLAN is an affordable option given current pricing of wireless NICs and routers. Many vendors, such as Intel via its Centrino campaign, have incorporated wireless networking into their products. The market for WLAN equipment has grown quickly from \$0.3 billion in 1998 to \$1.6 billion last year.

### In The News

Everyone talks about Bluetooth, but what is it?

Bluetooth was designed to enable convergence of voice and data to handheld devices such as cell phones and PDAs. It's a WLAN (wireless local-area network) specification (IEEE 802.15.1) that uses piconet (PAN; personal-area network) topology to wirelessly interconnect devices. It has a low-power signal that transmits about 10 meters and operates on a globally available frequency band at 2.4GHz. The number and type of Bluetooth-enabled devices is growing rapidly.

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# **Security Terms To Know**

Continued from Page 1

executed during a specified period of time. The capability to audit some level of user activity is a key component of virtually all operating systems as well as many network devices, especially those capable of leveraging centralized directory stores. In addition, there are numerous third-party auditing solutions available that let administrators examine the usage of system resources in even greater detail.

Although auditing is obviously of great value, its overuse can result in slower system performance. As a general rule of thumb, auditing is typically enabled on a system when there is a specific reason to do so.

### **Content Filtering**

Programs or appliances that monitor and limit availability to restricted Web or email content are known as content filtering solutions. Although such filtering is done by a business to increase employee productivity, its primary reason for being is to block questionable and perhaps even malicious content from ever reaching a user's desktop.

Content filtering solutions, such as Covelight's Percept (www.covelight.com)

or the Websense Security Suite (www.web sense.com), help IT managers reduce legal concerns while minimizing the company's security exposure.

### **Encryption**

Encryption is a process in which sensitive and confidential data is transformed into a secure format that is rendered unreadable without the use of a suitable decryption key.

Virtually all online commerce sites employ some form of data encryption during the transaction phase. However, the need for encryption does not stop there. Other areas ripe for data encryption include file systems on notebooks and other mobile devices as well as any backup media stored offsite.

Data encryption, which is typically utilized to prevent the exposure or use of private data by unauthorized users, can sometimes degrade system performance and is occasionally viewed as being difficult to put into practice. Realistically, though, any loss of data can severely tarnish a firm's reputation, and technology leaders need to ensure that their firm's private data is encrypted whenever feasible.

### **In The News**

Considered by industry analysts to be today's greatest threat to the Internet, botnets are a genuine and growing security concern for data center managers.

A botnet is typically defined as a collection of compromised host systems that have been maliciously configured to forward malevolent code to, or otherwise degrade the performance of, other computers on the Internet. Each individual member system in the botnet's collection is referred to as a robot or zombie. Often used in extortion schemes, these growing armies of infected computers are typically used to host fraudulent Web sites or to mount sophisticated DoS (denial of service) attacks.

Corporate entities are frequent targets of these botnet attacks.

### **Host Hardening**

Sometimes referred to as system lock-down, host hardening refers to taking a default installation of an operating system or application and applying the pertinent changes and updates required to reduce its potential vulnerability and exposure to both internal and external threats. The extent of host hardening depends on the machine's role on a given network.

It is a common misconception to believe that the simple placement of a firewall between your corporate and internal networks is sufficient to protect your internal systems from unnecessary exposure. Although it is undeniably true that a firewall is a prerequisite of any network, the best methodology for securing your environment is to establish a layered approach incorporating defenses at both the network and host levels. System lockdown is especially vital for servers offering Web services to the public.

Patch management solutions, such as those offered by Shavlik's HFNetChk-Pro (www.shavlik.com) or St. Bernard's UpdateEXPERT (www.stbernard.com), let administrators keep their systems updated with the latest security patches and hotfixes. In addition, OS vendors often provide utilities designed to assist with the lock-down process.

### **Intrusion Detection/Intrusion Prevention**

Intended to be placed strategically within your network fabric, IDSes (intrusion detection systems) and IPSes (intrusion prevention systems) take different approaches to defending the enterprise against potential threats.

Via its examination of all inbound and outbound network activity, a network IDS sensor identifies suspicious patterns that may indicate an attack upon a network or system resource. As a result, IDS products

### The Newest Term

Although IT and security managers are generally cognizant of the typical phishing techniques commonly encountered by their employees, the latest version of this criminal activity pushes the envelope of social engineering. Known as spear phishing, these attacks target specific—often executive or administrative—staff within an organization via email. Unlike traditional phishing scams that target a broad audience, spear phishing assaults are much more precise.

In a spear phishing attack, an email is sent appearing to originate from a trusted source (often disguised as an internal sender such as a fellow manager or administrator). The message, in turn, queries the targeted recipient for sensitive information such as user IDs or passwords. Other versions of spear phishing attempt to persuade the user to click an embedded (and malicious) URL. Once selected, the malevolent Web site then attempts to install spyware or similar malicious code on the user's workstation.

A successful spear phishing attack against an enterprise can severely damage its reputation and ultimately degrade the trust of its customers. As a result, some entities have gone to the extent of launching simulated spear phishing attacks on their own staff to evaluate the risk and formulate a proper response.

help network managers identify and react to both internal and external threats.

Taking a proactive rather than reactive approach, IPS picks up where IDS leaves off. The purpose of an IPS solution, such as that offered by Internet Security Systems' Proventia series of appliances (www.inter netsecuritysystems.com), is to detect and then block malicious activity before it ever reaches its intended target.

### Manufacturer Presentation \_\_\_\_\_ End Nodes - Server Appliance Advertisement

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### Manufacturer Presentation \_\_\_\_

End Nodes - Component Advertisement

Sensory Networks announces the NodalCore IPS Accelerator for Snort with Gigabit Performance.

Their patented NodalCore technology turbocharges the world's leading Intrusion Detection and Prevention System to gigabit rates with unrivaled rule support.

Sensory Networks, the leader in acceleration technology for network applications, today released the NodalCore IPS Accelerator for OEM vendors of IDS, IPS, and UTM systems. The accelerator supports the Snort engine and performs content inspection of network traffic while assessing Snort rules in real time.

Traditional architectures dramatically drop in throughput once deepinspection is turned on, according to Sensory. By offloading the CPU intensive content-matching functions to a pre-integrated C-2000 MX or Ultra PCI cards, it reduces system resource contention and accelerates throughput. It comes with the following features:

- 1Gbps end-to-end throughput with 60,000 rules loaded
- Compatible with Snort 2.4 and older versions
- Preprocessor support includes TCP stream reassembly, IP defragmentation and URI decoding.
- Suitable for OEM vendors of IDS, IPS and UTM systems
- Available now for C-2000 MX and Ultra PCI cards

Sensory Networks is a leading OEM provider of high performance network security acceleration technology. The company's NodalCore hardware acceleration products include a broad range of chipsets, accelerated software libraries, PCI acceleration cards and appliance platforms for Antivirus, Antispam, Antispyware, Content Filtering, Firewalls and Intrusion Detection/Prevention systems

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# **Security Event Management**

Continued from Page 1 reporting on them for the purpose of compliance [and] operational efficiency in terms of making sure you are secure, and processing the events."

### **Taming The Chaos**

Even with dedicated security personnel, it's tough to monitor the millions of messages and log records generated by intrusion detection systems and firewalls. Even more difficult is identifying patterns occurring over time and across separate devices, but an SEM system can build a

centralized architecture that makes such tasks more feasible.

Although SEM is a concept at heart, plenty of vendors offer management products that combine a core engine, user interface, and event collection capabilities. Some systems aren't cheap, with prices starting around \$50,000 and running well into the six-figure range for complex environments, but they deliver the unique ability to monitor disparate security events

manufacturers. SEM systems are highly configurable to mesh with security architectures of varied sizes and ingredients and contain rules and templates that let administrators easily bring the systems up to speed.

Bhargava also notes that only part-time monitoring of SEM software is required, and the IT skill level inherent in most small to midsized enterprises is sufficient enough that specialized personnel aren't required to run the ly if basic log management tactics aren't getting the job done. Whether protecting patient information, customer information, or financial reporting, companies inevitably need an intricate ecosystem of controls, firewalls, access control, and other elements to ensure they're protecting data as required, but determining the effectiveness of that environment is a constant challenge. "Event management is really the next step," says Pam Casale,

find benefits in SEM, particular-

chief marketing officer, Intellitactics. "Once you put those controls in place, you're literally monitoring using event management, whether or not those controls are effective. Just having them in place doesn't make you more secure. What makes you more secure is knowing that the control that you put in place is actually enforcing the policy that is part of your risk management strategy."

Schupp concurs: "In addition to storing the logs, [SEM] is also providing real-time monitoring of all the controls that are in place in the environment, and by having the reporting capabilities in these products, [companies] are able to prove whether or not the controls are in place and whether they're doing any good in the system."

### Same Risk Applies

So at roughly \$50,000 a pop for some products, how can an SME justify an SEM system? Large enterprises gladly pay plenty more, but smaller companies face the same threats and must comply with the same regulations.

"You are going to have the same exposure if someone does penetrate your security environment and get access to those patient records," says Casale. "You're open to the same lawsuits. So the incentive to put the controls in place, be able to monitor them, and be able to prove to the auditor that you are following the spirit of the legislation is equally important."

Remember that while it's easier to envision confident control over networks that are a fraction of the size of those existing in larger enterprises, it takes only the next sophisticated worm to prove that control a farce. "You can be phenomenally efficient at taking care of the misconfigurations or figuring out why this

## **A Glance At The SEM Market**

When shopping for SEM products, you'll need to speak directly to company representatives to get an idea of price because most companies tailor the solutions to existing devices and the number of average daily events. Here's a look at several popular SEM tools.

### CheckPoint **Eventia Analyzer**

- Real-time alerts and automated threat blocking
- · Intelligent learning mode baselines normal activity
- · Automated report scheduling and distribution

www.checkpoint.com

### Intellitactics **Security Manager**

- SAM (security assurance metrics) provides security context and trend analysis
- Analytics tool examines event data over time
- · Thorough alert scoring and assessment

www.intellitactics.com

### Micromuse Netcool/NeuSecure

- · Event analysis using four correlation techniques
- · Integrated incident investigation and response
- Near real-time and historical

www.micromuse.com

### SenSage

- Scalable alert server performs real-time event correlation
- · Customized dashboards for specific compliance objectives
- · Responsive ad-hoc query results

www.sensage.com

went down and how do we get it up immediately, and how do we stay redundant," explains Schupp. "But then, every once in a while, there's Zotob. Or there's Slammer. These worms can come in and literally bring an entire large network-never mind a small network—to its knees in minutes."

### SPONSORED LINKS **Dataside Virtual Core** Technology Enables corporations to implement

multicarrier network connectivity and enterprise security and ensures business continuity www.Processor.com/Dataside

### **Dorian Software Creations Event Alarm**

For agent-optional Windows event log and syslog monitoring and notification

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### **EIQ Networks**

SystemAnalyzer delivers advanced, centralized system event management to help companies meet their host-based security objectives www.Processor.com/EIQ

### **Global DataGuard** The premier provider of security

risk management products for midsized to large enterprises www.Processor.com

/GlobalDataGuard

### GuardedNet neuSECURE

A SIM (security information management) appliance designed to consolidate, correlate, and analyze logs

www.Processor.com/GuardedNet

### InfoDefense

Assists companies and government organizations in managing the growing risk to their critical information assets and systems www.Processor.com/InfoDefense

### **Pinion Software**

The leading provider of technical rights management solutions that deliver unparalleled file-security and in-use protection of engineering data

www.Processor.com/Pinion

### Sensage

**Enterprise Security Analytics** www.Processor.com/SenSage generated by VPN software, firewalls, antivirus software, databases, Web servers, IDS, and other pieces of the security

Security event management products, such as Intellitactics' Security Manager, supply

instant snapshots and summaries of your current and past security environment.

"You run into the challenge that most of these events are parsed differently," says Micromuse's Kelly Schupp, director of security solutions marketing. "They have different formats, so it's like trying to compare an apple and an orange. A security event management system is not just going to collect all the data, but it's then going to normalize it so that an analysis engine can go in and basically be looking at two apples to make its correlations and comparisons."

This normalization process is key to SEM's success because you're not forced to revamp your security architecture simply so it plays nicely with your new, expensive event manager. Security event management vendors understand and appreciate companies' vastly varying security needs and in turn build products that support hundreds of security devices from different systems. Most systems include easy-to-use wizards that automatically discover components on the network and give administrators the option to audit and monitor them, and included security tests can instantly analyze the strengths and weaknesses of networks by performing simulated attacks and offering suggestions to patch potential holes.

The benefits of SEM reach far beyond the simple management of logs, as these systems can easily boost efficiency and uptime. Thanks to intuitive interfaces that drill down to pertinent information, administrators no longer need to spend countless hours weeding through herds of harmless events to identify the few that actually pose significant risk. When major threats such as worms do strike, an SEM system can immediately alert security personnel, so they can take appropriate action before servers are shut down cold.

### **Staying Compliant**

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### **Racks & Cabinets**

■ The SLNC (Secure Laptop/Notebook Cabinet) from Information Support Concepts will hold up to 18 laptop computers and contains an internal power bar for charging. The cabinet features a two-piece, steel tambour door with a lock and two keys. The company offers an optional security locking bar that accepts a padlock. Within the cabinet, individual drawers each have two private compartments with separate lock numbers and keys. The drawers have their own power outlet and room for a power pack and laptop accessories. The SLNC offers a network capability for Internet updates while the laptops are secured.

### COMMUNICATIONS

### **Network & Systems Management**

■ 2X's LoadBalancer 4 for Windows Terminal Services & Citrix Metaframe only requires a single gateway machine's exposure to the Internet, and because this connection can also be established via SSL, 2X claims a network's terminal servers will enjoy dramatically improved security. The tool load balances RDP/ICA sessions between terminal servers and delivers fault tolerance. It checks for users running a disconnected session and automatically reconnects them to the proper server, eliminating Windows 2000 Server or Windows 2003 Enterprise Server with session directory. 2X LoadBalancer 4 gathers information about terminal servers' available resources and distributes the load to the terminal server most able to handle it.

### Security

■ Branch offices can benefit from Juniper's new Secure Services Gateway 520 and 550. These security appliances offer up to 1Gbps firewalls and 500Mbps VPN, broad LAN and WAN support through expansion modules, and optional intrusion prevention, Web filtering,

antivirus, and antispam. Pricing starts at \$6,000 for the SSG 520 and \$10,000 for the SSG 550, plus subscription fees.

. . . . .

■ Sensory Networks launched the NodalCore AV Accelerator, a system that matches against tens of thousands of signatures. This accelerator features 1Gbps throughput with over 40,000 loaded signatures, update and management tools, native support for Clam AV signature, and fully features transparent HTTP and SMTP proxies. The NodalCore AV Accelerator offloads content matching and other CPU-intensive tasks to the C-Series PCI cards from Sensory Networks, freeing system resources. This Accelerator is designed for use with Clam AV support, enabling Web and mail servers, network gateways, and antivirus firewalls to

### **Storage Networking**

receive updates quickly.

■ LSI Logic announced a low-profile SATA II 3Gbps MegaRAID adapter. The Mega-RAID SATA 300-8XLP adapter has a 133MHz PCI-X host interface and features eight SATA II ports and 128MB of onboard DDR I cache. Key features of the adapter include Native Command Queuing, enclosure management (SAF-TE), individual drive activity, and fault LED headers that let users view the status of the hard drives through LEDs on the chassis. There is also a management software suite included with the adapter that lets users configure, monitor, and manage RAID systems locally or over a network.

### **END NODES**

### Notebook

■ Toshiba is targeting SMEs and public sector users with its new additions to the Tecra notebook lineup. The new Tecra A6 and Tecra A7 include Intel Centrino Mobile Technology. The Tecra A7 has a 15.4-inch widescreen display with an Intel Graphics Media Accelerator 950 or Nvidia Quadro NVS graphics processor, SATA hard drives, and either a CD-RW/DVD-ROM or a DVD

Go to Page 17

# Free Add-On Software For Opengear Console Server

### **Let Admins Remotely Control Security Through Secure Desktop Tunneling**

by Daniel P. Dern . . .

FOR ADMINISTRATION of computers and network devices within your company's LAN environment, IT management may consider remote access tools such as VNC (Virtual Network Computing) and Microsoft's Remote Desktop Connection to be secure enough for use over its LAN—but not when going over the Internet.

One standard tool for securing these remote connections is the SSH (secure shell) secure login and tunneling protocol. Standalone products, such as WiSSH Remote Access Technology and SmartCode VNC Manager, and free open-source tools provide SSH-secured connections for VNC and RDP (Remote Desktop Protocol) sessions. However, to use some of these tools to access network devices—where admins can't install these tools—an additional computer would be needed at the remote end.

Console server and remote management solutions vendor Opengear recently announced the Secure Desktop Tunneling feature for its CM4000 console server family. Opengear's CM4000 consoles are priced at \$495 for an 8-port server through \$1,495 for a 48-port server; this new feature is included at no additional charge and is available to existing customers as a free installable download from the company's Web site.

According to Opengear, Secure Desktop Tunneling implements SSH tunneling or SSH port forwarding by forwarding selected TCP ports through authenticated and encrypted tunnels.

Opengear sees its hardwaresecured VNC and RDP connections as an easier and more secure alternative than network-based

VPNs for companies looking to provide access to facilities such as small branch offices.

"Secure Desktop Tunneling lets your remote administrator set up the same

secure SSH authenticated encrypted tunnel to our box, but now instead of just running telnet, they can run VNC or Microsoft Remote Desktop or have HTTP tunneled through our box," says Opengear CEO Bob Waldie. "We provide the SSH server as an endpoint for the communication."

One advantage to using Opengear's solution is avoiding the need to set up and configure the server side of things, notes Waldie. "We do that all preconfigured

since you have to run an authenticating server—we provide the end point. You can do it yourself, but it's more complicated."



### **SNAPSHOT**

Opengear CM4000 Console Server **Family With Secure Desktop Tunneling** 

Servers are priced at \$495, \$795, and \$1,495 for the 8-port CM4008, 16-port CM4116, and 48-port CM4148, respectively

Opengear's Secure Desktop Tunneling software for its console server lets administrators remotely access and control computers and devices securely

www.opengear.com

Additionally, says Waldie, "Opengear will be providing a free open-source integrated client with all the freeware

applications bundled in, preconfigured, integrated, and that lets the user select whether to create a secure VNC, DRP, or telnet connection."

Opengear claims that the kind of secure remote access control en-abled by its Secure Desktop Tunneling cannot be provided through existing remote control software products, including Symantec's pcAnywhere (www.symantec .com), CrossTec's NetOp Remote Control (www.crossteccorp .com), or Laplink Everywhere (www.laplink .com). One vendor that does of-fer one remote console and/or KVM/IP system that includes SSH-secured access is

Digi International's Digi CM

(www.digi.com).

### Server

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Continued from Page 16

SuperMulti drive. The Tecra A6 has a 14.1inch widescreen and comes with a 6-cell battery that can last for more than five and a half hours. Toshiba also announced the new Tecra M5 notebook. A new thin-and-light model, the M5 includes the Intel Centrino Duo Mobile Technology that can reduce power consumption while boosting overall performance. The Tecra M5 has SATA disk drives, Nvidia's Quadro NVS 110M with 128MB DDR discrete graphics memory, a swappable DVD SuperMulti optical drive, and up to 4GB of DDR2-667MHZ Dual Channel memory (depending on configuration). All three notebooks include Toshiba's EasyGuard hardware and software enhancements.

### **Printer**

■ Océ unveiled its Océ TDS320 large format print, copy, and scan system. This monochrome system includes a scan-to-file feature, copy-set processing, and a fully integrated stacker to increase productivity. The Océ TDS320 is available with upgradeable configurations such as a one- or two-roll printer, copier, or full multifunction system with scan-to-file capability. This system also has Océ Radiant Fusing technology, which enables printing to begin as soon as the printer receives a print or copy job, thereby eliminating warmup time. The separate scanner also saves time by enabling multiple operators the ability to access and use the system simultaneously.

■ Ricoh released a new printer, the Aficio CL3500N (\$999). The four-drum tandem mechanism inside helps the CL3500N crank out up to 22ppm for both color and monochrome prints. A 530-sheet paper tray is standard; options include more capacity (up to 1,690 sheets), duplex printing, and a scanner with support for scan-to-email and other functions.

### Storage

- ATTO announced the FastStream 5300 Storage Appliance, which lets medium-sized and large businesses secure highly sensitive data with RAID 0, 1, 5, 10, or JBOD arrays. The FastStream 5300 features a 19-inch 1U rack-mountable form factor, designed to integrate with SCSI storage already in place. Customers using the FastStream 5300 can expect throughputs of 480MBps. Other features include a one-button setup wizard; 4Gb Fibre Channel SAN connectivity; dynamic array changing, expanding, and mirroring; and Ultra320 interface.
- BlueArc released the Titan 2100 Storage System and Titan 2200 Storage System, which scale to 256TB and 512TB. Both systems feature four 4Gbps Fibre Channel ports and six client-facing Gigabit Ethernet ports. BlueArc claims the Titan 2100 and 2200's

40Gb backplane opens customers' doors to true 10GbE. With Titan's modular server architecture, data centers with existing Titans can upgrade to a Titan 2100 or Titan 2200 through exchanging modular blades. Both systems are available in single server and clustered configurations.

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■ EMC introduced the Insignia series of devices and software designed to handle the storage, management, protection, and sharing of business information. The Insignia products consist of the CLARiiON AX Series disk arrays, Retrospect backup and recovery software, RepliStor SMB Edition data replication software, VisualSRM SMB Edition storage resource management software, and eRoom SMB Edition collaboration software.

■ MPC Computers introduced the Data-FRAME 440 SAN to replace the current DataFRAME 420. It has a 3U form factor that supports 16 hot-swappable 250GB or 500GB SATA II hard drives, with up to 8TB of storage per enclosure. Key features include up to 4GB cache, up to six Gigabit Ethernet iSCSI/ EBSD ports, optional dualchannel 2GB Fibre Channel network interface, and support for RAID 0, 1, 5, 10, and 50. This SAN comes with LeftHand Network's SAN/iQ Management software.

■ New in **Network Appliance's** NetApp family of products and services for backup and security are the NearStore VTL600 and VTL1200 disk-to-disk-to-tape storage appliances, which can scale from 4.5TB to 168TB. Also new is version 3.0 firmware for the Decru DataFort E-Series, which allows the appliance to support iSCSI, as well as CIFS and NFS. The update makes the E-Series the first security appliance suitable for NAS and IP SAN environments.

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■ **Plextor** released the PX-EH series of NAS (Network Attached Storage) units, designed for professionals and small businesses. The PX-EH25 features a storage capacity of 250GB and the PX-EH40L features a 400GB capacity. Both units come with a print server for sharing a USB printer. Other features include an automated backup scheduler, administrative security, and a dedicated FTP server configuration.

■ Primera announced a burn and print device that supports high-capacity Blu-ray discs. The Bravo XR-Blu Disc Publisher is based on Pioneer's new BDR-101A Bluray Disc/DVD Recorder. It supports singlelayer, 25GB discs, but Primera says that an upgrade adding support of dual-layer 50GB discs will be available shortly after launch. The duplicator features color inkjet directto-disc labeling, DVD±R support, and an optional 4U rackmount kit.

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# Duplicate Discs In A Snap

### **Aleratec Auto Publisher One** Simplifies CD & DVD Reproduction

by Kurt Marko

WHAT LASER PRINTERS did for desktop publishing—dramatically lower the entry barrier for content production and distribution— DVD duplicating systems, such as those from Alera Technologies (Aleratec), promise to do for digital media publishing. Where the ability to produce mass quantities of richly formatted printed material with nothing more than a PC and laser printer is now taken for granted, such projects once took skilled typesetters and a room full of equipment to complete. Similarly, the ability to author and reproduce digital audio or video on CD or DVD media has left the

studio and stamping plant and is entering the realm of the individual or small office.

Aleratec is a leader in the development of CD and DVD recording and duplicating products targeting the small-business professional. It is perhaps best known for its smaller Copy Cruiser and Tower Publisher products—respectively one- and four-disc copiers—but its new Auto Publisher One is a fullfledged CD/DVD printing press. The Auto Publisher One integrates a 75-disc robotic autoloader, with a 16X multiformat recorder and high-speed, photo-quality inkjet label printer, all in a single enclosure. The unit cranks out 20 color-labeled DVDs per hour fully

unattended. The label's print quality is ensured by a genuine HP 4,800dpi photo cartridge—identical to those used in its Photosmart printers—which is a big advantage when replenishing supplies since buying proprietary consumables can be costly and inconvenient. The Auto Publisher One includes a rich suite of disc mastering, recording, and labeling software, controlling the unit from a PC via a USB 2.0 interface.

While Aleratec's product is rich with features, it is playing on a crowded field. High-capacity CD/DVD publishing systems are available from a number of companies, including Primera, Rimage, Microboards, R-Quest, and Disc-Makers. This market is segmented by the disc capacity (the Auto Publisher One at 75 discs sitting at the upper end of the

25- to 100-disc range of most desktop units) and the number of recording drives. While Aleratec's product has one burner, 100-disc units from Rimage and Microboards feature two

### SNAPSHOT

Aleratec Auto Publisher One

A self-contained CD/DVD recording and labeling system with a photo-quality printer and complete disc mastering, recording, and labeling software

www.aleratec.com

recorders, essentially doubling throughput. Street prices range from about \$1,200 for a 25disc, single-drive model to \$3,000 to \$3,500 for the above-mentioned

100-disc, dual-drive products; thus at a list price of \$2,999, the Auto Publisher One is facing some stiff competition. While typically interfaced to a PC using USB 2.0 or FireWire, some products also offer networking software, enabling other clients on a LAN to access the recorder remotely. Given the plethora of products and options, technical specs may influence the buying decision less than other factors such as ergonomics and software usability-criteria that are best evaluated via a thorough demonstration and test drive.

Alera Technologies' Auto Publisher One, with its comparatively low price, all-in-one design, and handy software, promises to bring professionalquality CD/DVD mastering and production within reach of small businesses.

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### **BASON COMPUTER**

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Continued from Page 17

■ QStar Technologies updated its line of HSM (Hierarchical Storage Management) and Master data archiving products to support the QStar Digital Signature feature. The digital signature feature works with both encrypted and unencrypted files of any type. Users can take advantage of the QStar Digital Signature to quickly and reliably verify the authenticity of documents that feature digital certificates. The feature is optional and only works in QStar software versions 4.20.80.

■ The FlashDisk SA-4500 is a new SATA RAID array from Winchester Systems. With support for RAID 6 at RAID 5 speeds, the 24-drive SA-4500 can handle up to 12TB in a 4U rack enclosure. It also supports redundant 64-bit RAID controllers for up to eight Fibre Channel or two Ultra320 SCSI hosts. Other highlights include N+1 power support and a dedicated XOR engine

### Components

ASIC. Prices start less than \$30,000.

■ Advantech's Industrial Automation Group announced the PCA-6189-C1A1, a full-sized, single-board computer that features a 1GHz Intel Celeron-M processor. Because the PCA-6189-C1A1 has a fanless design, its lower power consumption makes it ideal for special thermal requirements. Users can customize the computer for WinXP Embedded OS. The PCA-6189-C1A1 uses an Intel 855GME chipset, supports VGA and DVI interfaces, and includes an onboard LVDS. The following additional features are available on the computer: 2 SATA HDDs, 64-bit, 66MHz PCI-X, and dual Gigabit Ethernet.

■ Interphase announced the SlotOptimizer 364G AdvancedMC Quad Gigabit Ethernet Card, the first in a portfolio of AdvancedMC products designed to deliver services in telecommunications networks. The AdvancedMC adapter is designed specifically for converged next-generation and wireless network applications that require multiple high-speed, high-bandwidth Ethernet ports directly connected to the processor blade.

■ Zendex released the ZXE-856, an SBC (Single Board Computer) designed to handle high performance video applications. It features multiple VGA outputs, which can drive two 1,600 x 1,200 resolution displays. These outputs come with up to 64MB of shared memory. The board also has an AC97 amplified stereo audio output, which gives you a means to connect straight to a set of speakers. Accommodating up to 1GB or DDR DRAM, this board also works well for graphically intensive applications. The ZXE-

856 supports Win2000/XP/XP Embedded and Linux OSes and has a proprietary BIOS software designed to for easy modification.

### SOFTWARE

### **Business Productivity**

- Seapine Software announced nPath, its latest offering for business process management. nPath enables enterprises to automate and streamline critical processes while aiding these enterprises in complying with regulatory standards such as 21 CFR 11, HIPAA, and Sarbanes-Oxley. nPath features an intuitive user interface to easily start processes, create reports, and perform queries. This software also has the ability to audit trail logging, electronic signatures, and client server security. It has an open architecture to adapt to existing IT infrastructures and has cross-platform client/ server support for Windows, Mac OS X, Solaris, and Linux.
- Sendia released WorkSpace CRM 4.0 for Salesforce. It offers mobile Salesforce.com subscribers new features, including streamlined "zero touch" deployment, custom object support for cases and solutions, enhanced navigation with collapsible sections, automatic adoption of Salesforce customizations, and enhanced remote search functionality.

### **Database & Data Mining**

- Edustructures announced its SIFWorks Directory Manager, a SIF (Schools Interoperability Framework) agent and provisioning application for Microsoft Active Directory. The Edustructures SIFWorks Directory Manager enables Active Directory and other directory services to exchange student and staff records with any SIF-compliant system and will also securely publish authentication objects out to other applications.
- Guardium released a product centered around an enterprise's database to prevent identity theft and unauthorized access by insiders. The Guardium Data Privacy Accelerator builds on Guardium's SQL Guard platform. It has a large portfolio containing audit reports, preconfigured policies, and real-time alerts, which are tailored specifically for combating identity theft. The simplification of labor-intensive compliance is also an issue addressed by the Guardium Data Privacy Accelerator. It eases the requirements of process auditors by creating a detailed audit trail whenever suspicious events are detected. These trails include numerous details, such as who accessed the database, when they accessed it, and how they did so.

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# Back Up & Restore Data Efficiently

### DataCore Brings Affordable High-End DR Solutions To SMEs

by Cynthia Lazzaro

EVERY DAY MORE and more documents, email, contracts, and other business information are stored on networked servers. Many businesses have been affected by new regulations requiring the long-term storage or quick recovery of data. Long-term network-based NAS/SAN storage of data can be expensive; add fault tolerance and the ability to back up and restore data efficiently, and the costs soar. Yet, small to midsized businesses rely on their data just as

much as large enterprises—they just don't have the budget to implement many of today's long-distance data recovery and mirroring technologies.

DataCore Software has launched a new line of DR (disaster recovery) and storage pool mirroring products. The two DR solutions work to provide cost-effective, fault tolerant storage and efficient backup and recovery of large amounts of data. Both packages are designed to deal with terabytes of data stored on SANMelody Servers. They work with a variety of operating systems and application servers, including Windows, Netware, VMware, Linux, and a variety of Unix servers, over LAN, SAN, or WAN networks. Each starter package comes with support for two SANMelody servers. One solution package provides asynchronous LAN or WAN data replication, which is convenient for DR over long distances; the other package provides fast synchronous LAN or SAN mirroring software for SANMelody storage systems and supports failover for systems connected over long distances.

Features of both new products include: application transparent data protection and failover, performance acceleration technologies

that speed up I/O workloads, the ability to connect over low-cost iSCSI, and a Fibre Channel connectivity option. The DR solutions also support virtual capacity autoprovisioning and snapshot software, which adds extra flexibility to an already impressive set of capabilities.

DataCore's DR solutions have little competition. We are looking at the beginning of a new class of products that deliver high-end data protection capabilities, including fast, long-distance data management and performance, true enterprise-class disaster recovery, and business continuity functionality for about the cost of a midlevel network server. Other vendors run

simple mirroring technologies at a cost of less than \$1,000 without hardware, but provide nowhere near the capability of the DR products from IBM that include integrated hardware and software solutions that may provide a bit more functionality but at the cost of hundreds of thousands of dollars. Certainly the first option, simple mirroring, is not enough for good data protection, and the latter option is too much for the average small to midsized business, both in the extras and in the cost.

the gamut for low-cost, low-end

### SNAPSHOT

### DataCore DR Products

Pricing starts at \$7,998 and includes software to manage two SANMelody disk servers

Remote site disaster recovery and storage pool mirroring solutions designed to protect storage pools serving multiple application servers over LAN, SAN, or WAN networks

www.datacore.com

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Continued from Page 18

■ Sybase announced that through a partnership with Quest Software, it has added performance management and optimization to Sybase ASE 15.0 through Sybase SQL Expert Option and Sybase Database Expert Option for Sybase Adaptive Server Enterprise 15.0. The Database Expert Option analyzes items such as SQL statements, indexes, and database changes. The Migration Analyzer adds the benefit of analyzing and predicting the result of data migration to a new version of ASE. Sybase Database Expert's pricing starts at \$9,595 per seat, and Sybase SQL Expert's pricing starts at \$4,995 per seat.

### Messaging & Groupware

- NetOp Policy Manager 2.0 is available from Redback Networks. This software provides policy and service management for on-demand video, broadcast IP TV, and other network video services. It's targeted toward ISPs, ASPs, and wholesale customers. When used with Redback's Smart-Edge Service Gateway, the RADIUS-based NetOp Policy Manager can auto-adjust bandwidth and offer expanded QoS functionality and security.
- Talisma introduced Talisma Professional. In addition to providing services for SMEs, it is also ideal for departments within larger companies. Talisma Professional includes Talisma Professional Chat, Talisma Professional Email, Talisma Professional Phone, Talisma Knowledgebase & Web Self Service, and Talisma Professional CIM Suite. The chat, email, and telephony services each have a onetime fee of \$700 per onsite user and a monthly fee of \$60 per on-demand user. Talisma Knowledgebase & Web Self Service has a one-time \$4,995 fee for onsite use and a monthly \$400 charge for on-demand use. The CIM Suite has a onetime \$1,600 fee per onsite user and a \$150 monthly fee for on-demand users.
- Viack released the latest version of its flagship product, VIA3 Assured Collaboration Service, which brings enhancements to video, audio, and usability, along with a significant reduction in bandwidth to meet today's needs for online communications. New features include Automatic Gain

Control, which automatically adjusts microphone levels for speaking volume throughout a meeting, allowing participants to focus on meeting content rather than adjusting audio levels, and built-in echo cancellation, which reduces ambient noise often detected by microphones, leading to an increase in audio clarity and accuracy.

### Network & Systems Management

- AirMagnet has integrated its new site survey product—AirMagnet Survey 3.0 with the newly redesigned AirMagnet Spectrum Analyzer 2.0 to give users a comprehensive, predictive view of the root causes of wireless LAN performance problems. AirMagnet also announced the integration of RF (radio frequency) spectrum analysis into the 802.11 site survey. This breakthrough allows network architects to identify wireless LAN interference and other potential performance, security, or compliance issues prior to the installation process to ensure a reliable network.
- AttachmateWRQ released NetWizard 6.0, a desktop management system that supports multiple desktops and OSes. AttachmateWRQ added an enhanced Manager, which lets administrators perform multipackage distributions. The software also includes usage metering, reporting capabilities, and support for PXE and Wake-On-LAN features. It can inventory hardware and software, collect, display, and export data. NetWizard 6.0 integrates with Microsoft Active Directory and has fault tolerance support.
- Cesura announced its Business Certainty Managed Service, which is designed to improve financial performance while lowering costs and risk by eliminating the business exposures associated with intermittent end-user disruptions of critical applications. The Business Certainty Appliances watch, look, and listen to immediately notify of end-user experience disruptions. The Appliances also scrutinize, recommend, and validate near-term disruption recovery actions and report on long-term compliance and prevention strategies.
- . . . . . ■ Infowave Software released Echo, a mobile program suite. The suite, which

targets enterprise customers, includes configuration tools and a run-time environment that lets administrators integrate business applications and infrastructure. The software can handle service order management, track and monitor mobile assets, and digitize manual paperwork in standalone mode. The suite can also manage mobile inventory and materials, as well as timesheet capture and verification services. Users can also customize and update the software without programming knowledge.

■ Northwest Performance Software unveiled NetScanTools Pro 10.3, an all-inone network discovery and informationgathering software suite. Ideal for security specialists, systems administrators, and network training instructors, the software includes numerous database updates and boasts features such as support for SNMPv2c. It researches IPv4 addresses, domain names, host names, URLs, or email addresses automatically or through manual tools. The software also features Port Scanner, ARP Sweep, NetScanner (a ping sweeper), and Packet Generator. The software also includes advanced forms of Whois and Traceroute.

■ ScriptLogic launched the File System Auditor, a product that can deliver customized reports or alerts based on Windows Server 2000 and 2003 file activity. File System Auditor automatically tracks all activity and alerts administrators when a specific event or file system message occurs. It can produce reports based on general file activity or highly specific and categorized file server activity. In addition, it can produce reports in multiple formats, including .PDF, .HTML, .XLS, .TXT, and .RTF.

■ SecureWave released Sanctuary Server Edition. Built on SecureWave's Sanctuary Execution Control technology, the server extends the core functionality of Sanctuary from laptops and desktops using Windows 2000 Servers and Windows 2003 Servers. It offers features such as Versatile File Processor, which lets administrators scan directories and subdirectories regularly to authorize new software updates, patches, and other new applications placed on the server. Sanctuary can also be set to blocking mode or nonblocking mode; blocking mode stops unauthorized processes from running, keeping your network healthy.

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■ Shunra Software has introduced Shunra VE (Virtual Enterprise) 4.0. The software provides a predeployment, service-level analysis of compliance issues and suggests ways to meet compliance and improve performance of applications over the network. It creates a virtual replica of the network, remote locations, and distribution of end users. Shunra VE 4.0 has two new consoles: VE Predictor and VE Profiler. VE Predictor performs automated business transactions and provides feedback about application performance, location availability and consistency, network topology, and end-user behavior. VE Profiler determines when an application will meet SLOs by running against latency, bandwidth, packet loss, and other network indicators.

- Softricity released the SoftGrid virtualization platform within Microsoft SMS (Systems Management Server) 2003. This offering lets IT administrators using SMS 2003 gain benefits such as on-demand streaming and self-provisioning, all done from within the SMS infrastructure. It includes SMS Management Console Integration, a snap-in that manages virtual applications within SMS. Also featured are Multiple Delivery Options, which let administrators deliver virtual applications in different ways, including On-Demand Delivery where users can pull the necessary portions of virtualized applications when they need them and the push delivery method where virtualized apps are turned into SMS packages and deployed using standard delivery methods.
- Special Operations Software has released Deploy 3.1, which uses Group Policy to improve Windows software deployment. Features include installation tools, new target types, legacy support, and new management functions. Installation can be local or remote, and the latest version has support for MSP files. Additionally it adds HTTP(s) support for BITS downloads, and users can publish Windows Installer packages.

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# Simplify The Data Collection & Reporting Process

# **Business Intelligence DataLinks** Help You Increase Your Efficiency

by Joe Lazzaro . . .

FOR MOST ORGANIZATIONS Writing reports about company performance, sales figures, and other data is an important and unavoidable task. If you're like most managers, supervisors, or administrative staff, you likely dread report writing, due to the sheer amount of work. Writing good reports requires careful planning and assembling data from often disparate sources. For many, creating reports can be a daunting task, requiring spreadsheet, database, SQL, and other IT skills just to collect the necessary information.

To assist with the complex task of composing corporate reports, Business Intelligence announced the availability of its data query tool, DataLinks. The tool is intended to simplify the data collection and reporting process by allowing workers with entry-level Excel spreadsheet and drag-anddrop skills to retrieve, manipulate, and manage company data to generate customized reports. Once the setup process is complete, workers can regenerate updated reports by clicking the Refresh button in Excel. The package offers wizards to guide workers through the report generation process and a drag-and-drop user interface familiar to most users.

DataLinks setup is twofold. The user first customizes the package to suit individual preferences and then builds links to the target applications containing the report data. The user has control over which database tables, fields, and queries are employed for reports. Once these relationships have been built, users can choose to have the report data updated automatically or to show snapshots from previously run queries. DataLinks is compatible with the following applications: SQL Server, Oracle, Access, DB2

Client Server, DB2 AS400, CSV, and Excel. Typically, users employ Microsoft Excel to view and edit reports; add graphical elements, headers, and text; and print. For those wishing to utilize tools besides Microsoft Excel.

### SNAPSHOT

### **Business Intelligence DataLinks**

\$299 per seat

DataLinks from Business Intelligence allows staff to access their data sources from SQL, Oracle, DB2, Access, and CSV; apply filtering criteria; and push the result to Excel for report generation

www.Processor.com/biData

they can construct reports using XML or CSV, which are widely supported standards. DataLinks runs under Win2000/XP.

According to Business Intelligence, DataLinks tends to be compared with large-scale solutions such as Cognos' Query Studio (www.cognos.com), Actuate's e.Spreadsheet Designer (www.actuate.com), Business Objects' Business Query for Excel (www.businessobjects.com), or MicroStrategy's Office (www .microstrategy.com). However, Business Intelligence claims that it actually displaces solutions that are traditionally not intuitive to use or ones that have limited functionality or steep learning curves.

Continued from Page 19

■ SWsoft has announced Virtuozzo for Linux 3.0, a server virtualization application that eases the migration of virtual servers to new physical servers. This product offers no disruption to end users, and administrators do not need to secure additional storage. It includes new template-management tools, redesigned resource management, and support for a greater number of OSes. Each virtual server is independently rebootable and has its own memory, I/O, configuration files, users, and applications. In addition, SWsoft has also released Virtuozzo for Windows 3.5.1, which now includes a physical-to-virtual tool for data migration from physical to virtual servers.

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■ Symantec has launched Symantec i3 for J2EE 7.5, formerly known as VERITAS i3. This performance-management software identifies problems, analyzes them, and identifies potential root causes of problems. The software includes new features called Portal Server Management for IBM WebSphere Portal Server and BEA WebLogic Portal Server, a fully customizable dashboard that limits read and write access to data, instrumentation modes, and memory leak detection. i3 also adds support for Sun Solaris 10, IBM AIX 5.3, IBM WebSphere 6.0, BEA WebLogic 9.0, Apache Tomcat 5.5, PeopleSoft 8.4.4/8.4.5, Sybase 12.5.3, and Oracle 9.2.0.7/10.1.0.4.

### Security

- Configuresoft added Microsoft NAP (Network Access Protection) technology to its ECM (Enterprise Configuration Manager), which offers compliance checking capabilities. The package can detect vulnerabilities and enforce security policies, thanks to an automatic configuration reset feature. It can also automatically manage security updates. ECM has a built-in change control capability that lets it remediate discrepancies, and it can block systems that are requesting access to the network but don't meet security policies.
- Infoblox announced the ID Aware DHCP (Dynamic Host Configuration Protocol) Toolkit for helping medium-sized to large businesses control network access. When granting access, the Toolkit employs username and password verification in addition to checking the user's antivirus and operating system versions. It consists of a captive Web portal, an authentication and policy interface, an integrated Nessus engine, an endpoint validation and compliance interface, a policy

. . . . .

engine, a user-defined scripts interface, and a Web-based administration GUI.

- iTRACS released iTRACS Physical Layer Manager 8.0, which includes the iTRACS iLogin module, a network loginproblem monitoring feature that can spot potentially fraudulent logins based on location. The module supports entry card reader as part of its location-based login monitoring capabilities and monitors networks for viruses and worms. The suite includes iLogin, iDiscover, iPBX, Data Center Libraries, Virtual Wiring Closet, iLocator, a dictionary, and report generator. Businesses can also use the software to achieve Sarbanes-Oxley or HIPAA compliance. The suite runs on Win2000/XP and supports software-only use or can be integrated with iTRACS-compatible hardware.
- Keroon Software launched Reset Service Password, which lets administrators quickly update login and password information on one or multiple PCs simultaneously. The software can search multiple computers for services that match specified criteria (such a specific service name or logon account) and manage all services at once. Users must have administrative rights on the remote systems they're working with. It is compatible with WinNT4/2000/XP/Server 2003 and is available for \$125.99.

. . . . .

- Sensory Networks teamed up with PC Tools to combine NodalCore technology with Spyware Doctor for use in network gateway appliances. The solution is available as software and a hardware-accelerated version providing more than 1Gbps performance with a Content Security PCI card from Sensory Networks' NodalCore C-Series. Spyware Doctor with NodalCore technology was designed for a wide range of networking and security equipment including firewalls, network gateways, and UTM (unified threat management) security appliances.
- Symantec unveiled Compliance Manager 3.0 and BindView Policy Manager 3.0. The Compliance Manager 3.0 automatically analyzes policies against regulations and best practices to help users develop a comprehensive compliance procedure. The BindView Policy Manager 3.0 lets users create and map policies and helps show proof of compliance. Both products are designed to work hand-in-hand and will be available next month.
- Verdasys debuted its security software Digital Guardian 4.0. The application

enhances control, monitoring, reporting, and auditing capabilities, as well as support for future product extensions and Oracle databases. Extensions include add-on modules and Verdasys' Solution Packs. The software provides a beneficial platform for healthcare, manufacturing, and other enterprises, in addition to government agencies.

### Storage

- Asigra released Televaulting 6.0, a backup and recovery software that supports DB2, Oracle 10g, and SQL 8. The program also offers protection when deploying over Linux, Mac, Unix, and WinXP/2003. This software is targeted for remote offices and branch offices, and its new BMR (Bare Metal Restore) lets administrators quickly perform recoveries. Televaulting 6.0 can be purchased as a complete package or in the form of an online backup service; pricing starts at \$11,250.
- BakBone Software is targeting enterprise customers with its new NetVault: Backup 7.4. The package provides backup support for another new product, the NetApp NearStore VTL (Virtual Tape Library), which can replace tape storage. This solution lets customers reduce both backup and recovery times. BakBone is working with Arrow and NetApp to offer NetVault: Backup 7.4, and it's available via Arrow Enterprise Computing Solutions.

### **Content Networking**

- DataCore announced Windows data migration capabilities as part of SANmotion. These features enable users to move and migrate live data disks over a SAN to other Windows systems across their organization. The new capabilities offer a centralized approach to perform Windows volume administration by supporting new ready-to-use and preexisting Windows formatted data volumes. Apart from eliminating work and saving IT administrators time, this feature allows Windows disk data to be accessed, repurposed, or moved rapidly across the SAN or over Ethernet connections.
- EMC launched Retrospect 7.5, a backup and recovery software. Designed for small and medium-sized businesses, it can protect data on servers, applications, desktops, and notebooks. Some features of the new release include the ability to automate software updates, restore data, and copy to tape during backups to disk. Other features include offline verification, user-initiated restores, and automated deployment of

- client software. Retrospect for Windows Business Edition is available for \$399, and Retrospect Professional Edition is available for \$129. Current Retrospect users can also upgrade for an unspecified fee.
- Finisar released its Xgig Analyzer 3.0, a SAN analysis and testing suite. It is capable of handling and error-checking SAS and SATA traffic. The suite supports SSP, STP, and SMP protocols and delivers analysis of up to 32 SAS, SATA, Fibre Channel, or Ethernet ports or links. Finisar also released the Xgig SAS Jammer, which lets users verify protocol compliance. Both the Xgig Analyzer and the Xgig Jammer will be available by the end of Q1.
- Phoenix Technologies has released Recover Pro 6, an endpoint recovery program that enables full PC restoration within minutes without external recovery media, a network connection, or IT intervention. Recover Pro 6's ease of use lets non-IT staff recover previous versions of files, selectively restore a deleted file, or restore a hard drive to its precrash state, returning applications, user settings, and the OS to its original condition. The software includes a GUI requiring a few keystrokes to restore a PC, hardware RAID support, and data backup to network and USB drives. Recover Pro 6 is compatible with Win2000 (SP3 or greater), WinXP (SP1 or greater), and Pentium III or faster processors. It is available directly through Phoenix or any of the company's global authorized distributors.

### SERVICES

### Security

■ The CipherTrust RADAR has the capability to detect over 17,000 phishing attacks each month and an average of 250,000 new zombie PCs every day. The Web-based, hosted service proactively tracks compromised PCs within a business' corporate network and offers real-time monitoring and alerts for phishing attacks. Company Risk Assessment, Internal Threat Monitoring, Real-Time Alerts, and Investigative Assistance are included. With Internal Threat Monitoring, IT administrators can observe internal IP addresses and domains, view message senders from their organization, and watch for unusual activity often linked to zombie machines and/or violations of company IT usage policies. CipherTrust RADAR also aids fraud investigations by identifying the source of phishing attacks. It is available for an annual subscription fee of \$10,000.

# Schedule & Run Jobs For SQL Express

### Vale Software's New Express Agent Fills The Gap In Service

by Frederick Nevin

WHEN MICROSOFT developed its SQL Server 2005 version, it did not include the agent service. To close that gap, Vale Software recently unveiled Express Agent, which lets users schedule and automatically run jobs on an Express edition Server.

Express Agent can be set up to monitor multiple instances of SQL

Express and will execute any jobs containing TSQL or CmdExec steps as scheduled. Express Agent comes in two parts, according to Chris Booth of Vale Software. The job builder client is suitable for Win95/98/Me/NT/2000/XP/2003. The server part must be on Windows 2000, NT, or XP because it runs as an NT service.

The product's features include the ability to schedule and run

jobs for SQL Express, schedule backups for SQL Express, schedule other events for SQL Express, and run on the server and execute jobs when required. Other features include full event logging and email notification and the ability to monitor multiple SQL Servers. The product can add, edit, delete, and schedule jobs on multiple servers and can copy and paste between servers. It can export to file and import jobs from the file and can ship jobs to client sites, according to the company. A wizard feature can create

a regular database backup job and create database maintenance jobs.

Of all of Express Agent's features, the most important is its capability as a scheduler, says Booth, as this was something included in SQL Server. The Express job builder can create and manage jobs on the SQL Server and can be installed on the server or as many client machines as needed, Booth says. Express Agent's users include the government, the military, corporations, small companies, individuals, and charities.

Idera, a Houston, Texas, firm specializing in management and administration tools for Microsoft SQL Server, is one competitor. The company makes the SQL-schedule, which streamlines the process of SQL Server job management. The scheduler is part of the company's SQL Management suite. The scheduler reduces database administration costs and downtime and improves application performance.

### SNAPSHOT

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### **OPINIONS**

DATA • DEVELOPMENTS

# **Assigning Blame 101**

I was lurking on one of the newsgroups recently where one of the longer threads raised a number of interesting issues. The gist of the thread focused on several incidents reported by a number of independent consultants—one of whom was hired to extricate a major corporation from a serious SQL Server performance problem. We'll call him "Fred."

It soon became clear that the performance problem was caused by inept and poorly executed design. The database was multitiered but with so many convoluted tiers that it brought tears to the consultant's eyes. Fred submitted a comprehensive review of the system and included a number of suggestions to get the DBMS (database management system) back on track.

It seems that Fred's advice was already doomed—the company had decided to switch from SQL Server to Oracle. Apparently, some decision-maker had been told Oracle was far faster than SQL Server and would easily solve all of the company's performance problems. Before Fred could take another breath, he was informed that the Oracle consultant who made these claims didn't know how to write T SQL (SQL Server's unique SQL language), and the company wanted Fred to teach it to him.

Roll the clock forward several years. What would you expect to be the current state of this megacompany's DBMS? Personally, I would expect it might actually be better. Of course, this assumes that the Oracle consultant (who didn't know T SQL) was eventually replaced with one that had more skill and that this new consultant took a careful look at the design, figured out what was wrong, and spent the next six months fixing it using SQL Server or the next two years redesigning the DBMS to match Oracle's strengths. On the other hand, the DBMS performance and stability would more likely be worse, or at least no better, given the way management had been able to fathom Fred's advice.

Porting a poorly designed DBMS from one vendor to another rarely (if ever) improves the design and even more rarely improves performance.

### Who Should Take The Blame?

But who is to blame here for the poor performance? I think there is plenty of blame to go around. First, the original design (and thus the original DBMS architect) might (only might) be to blame. Multitiered designs can scale better, but they don't necessarily perform better. However, if the concept and design were brilliant but the implementation of this design was flawed or clumsy, then a portion (only a portion) of the blame can be shared with the development team and the development team's management. Management can't just lay down timelines, hire a staff,

# WILLIAM (BILL) VAUGHN

Blame ADO Or The Database?

Getting back to the original

newsgroup thread, another consul-

tant whom I respect said the most

common factor in performance

problems was poorly written data

access (ADO) code. That is, he saw

too many developers making very

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

and let staff members do their thing without staying involved with the day-to-day details in how the design is being implemented. Consider that the person writing the code usually is doing the best she can. Developers might be in over their head and fail to recognize how other, more efficient approaches can be implemented. This isn't stupidity; it's ignorance —a common malady when the architectures, tools, and infrastructure change every few years.

common mistakes: fetching entire tables, accessing tables instead of stored procedures, overloading deployed client applications with schema-dependent code, and using other sloppy coding techniques that many of us have been railing against for decades.

Another consultant in the thread, whom I also respect, disagreed. She said that the most common performance bottleneck was poor index design, poor query design, and other database-centric issues.

Personally, I think they're both 100% right. In a good design review, ADO-skilled developers see data access issues and DBMS-skill developers (and DBAs [data-base administrators]) see DBMS issues. Unfortunately, there are precious few consultants that are highly skilled in both disciplines, and we can hardly afford to hire those who are. Your performance problems might be the cause of several implementation teams who fail to work together as a team.

How do you protect yourself when, years down the road, you discover that the DBMS you chose is not any better than the current choice (perhaps the one chosen by the IT manager's son-in-law)? IMHO, it makes sense for decision makers and managers to listen openly to more than one point of view, hire a team you can trust and really knows your business issues, and bring in trainers (a good consultant is really a trainer) that can help your team implement the design as specified.

Of course, this assumes your architect is disciplined and skilled enough to write a comprehensive specification before a line of code is written. It also assumes that management and the decision makers up and down the line are not open for output only; they listen to the advice they're paying for.

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## **OPINIONS**

INERASTRUCTURE

# **Access For Everyone**

Let's face it: The broadband infrastructure of the United States is woefully behind most of the developed world in terms of cost and performance. If not corrected soon, this lack of infrastructure will take a heavy toll on U.S. technology development, and thereby the U.S. economy, well into the future.

Particularly for those who work outside the major metropolitan areas, the biggest problem is simply a lack of access. Third-generation wireless WAN technologies (like UMTS/HSDPA and EV-DO) are the latest hope at filling this void, but they still lack the economic luster that will drive carriers to make their networks truly pervasive. Consumer influences for rich media like music and video will help, but we may need to resort to some very uncapitalistic tactics to really make 3G the panacea we are hoping for.

### Too Much . . .

The problems all revolve around competition—both too much of it and not enough of it all at the same time. The issue of too much competition is simply the number of wireless carriers in the United States at a local, regional, and national scale. For the last

several years, there were so many players at each of those levels that there were few, if any, leaders. And it shows. We have two incongruent cellular technologies in use in this country (TDMA and CDMA) that have and will split technological innovation of the cellular data for decades.

Compare the situation with the data communications industry. Certainly a company like Cisco thinks about market share, but its primary vision for increasing its bottom line is vertically focused on product innovations like voice, video, and application-aware networks that integrate its products further into your operation. Contrast that with someone like Enterasys. Certainly Enterasys has an R&D budget, but its primary vision for increasing its bottom line is trying to take away some market share from Cisco.

Without clear leaders in the cellular arena, much of the focus of the cellular carriers has been on the competition instead of the technology. Fortunately, the picture is looking up as massive mergers are all around. As the dust settles, the mergers will level the playing field in terms of overhead and force the carriers to focus more on innovation as a means of gaining a competitive edge.

### ... And Not Enough!

In a capitalistic society like our own, the dollar does all the talkin'. What it says to the carriers building cellular networks is: Use the smallest number of towers to reach the greatest number of people. Meaning, in the big cities, the 1930s. They argue that if electrification were left entirely to forprofit enterprise(s), we may not have electricity in rural America even today. It was the same problem; it cost more money to reach fewer people.

The solution in the 1930s was government competition. President

### Stop The Madness

pal technology endeavors.

The carrier's access-centric revenue model is upside down. Focused on charging for access, it discourages the development of access in the locations that need it the most. I have a hard time believing the carriers will ever change this mindset entirely of their own accord. The mergers are a step in the right direction and consumer lust for content may still play a part, but I firmly believe it will take positive government involvement to make connectivity a given.

we have now is exactly the oppo-

site of what we need, as more and

more states bow to the pressures

of the carriers and add restrictions,

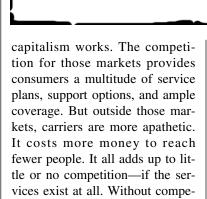
or even outright bans, to munici-

It doesn't have to mean the end for the carriers; the carriers just need to shift their focus to services. With more ubiquitous access, the demand for mobile sales/support tools, location-based services, convergence, and possibly even device management should provide more than ample opportunity to replace their existing access revenues. Ask virtually any CEO in the country; the desire for these services already existsif the access just had the right combination of price, perfor-

Send your comments to mike@processor.com

# MICHAEL DEMPSEY

Michael Dempsey is the information technology manager of Sandhills Publishing and technical editor of Processor magazine. He has more than a decade of experience in voice and data communications and holds current CCNP and CCDP certifications. Dempsey is an expert in network security, virtual private networks, and IT infrastructure.



In a very well argued piece by Robert McChesney and John Podesta titled "Let There Be Wi-Fi" (Washington Monthly, January/February 2006), the authors parallel the U.S. broadband crisis to the electrical power industry of

tition, capitalism doesn't work.

Roosevelt's Rural Electrification Administration effectively created the municipal power utility. It provided services in the areas where the for-profit power companies would not and provided competition in the areas where the forprofits would not compete with each other.

In 2006 the solution to building a truly pervasive and affordable infrastructure for 3G and beyond is also government competition. Creating competition, or even the threat of competition, is the best way to force the issue and get the networks deployed. Unfortunately, the only government involvement

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Design Simplicity Optimizes Workflow and Increases User Productivity The Océ TDS450 is designed to enhance user productivity through pre- and post-processing work functions that optimize workflow. The new system minimizes time spent preparing print jobs, defining copier settings, waiting for prints and manually collating sets of drawings. The intuitive user panel and customizable scan-to-file and copy settings ensure that users get the output they require quickly and easily. With automatic features such as auto width detection, roll selection and set collation, users spend less time completing print and copy jobs and more time on their core responsibilities.

Advanced Technologies Streamline Output Production

The Océ TDS450 includes the innovative Océ Power Logic® controller, ensuring rapid processing of large files and concurrent scanning, copying and printing – thus minimizing queue length and employee downtime. Repetitive tasks are eliminated since the Océ TDS450 queue manager enables the reprinting of copy and print jobs as well as the prioritization of jobs. Additional time-saving features include the company's patented Radiant Fusing technology within the print engine of the Océ TDS450. This eliminates machine warm-up time since the system is "instant-on" so documents can be printed quickly whenever needed

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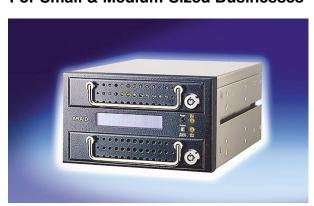


End Nodes - Storage Advertisement

Affordable & Reliable

Manufacturer Presentation \_

### Affordable & Reliable Enterprise-Quality Data Protection For Small & Medium-Sized Businesses



Small and medium-sized businesses can now enjoy the same class of data protection as large enterprises, thanks to Accordance Systems' new ARAID™. Connected to either local PCs or a central server, the ARAID™ IDE and SATA controllers' RAID 1 capability has now been expanded to protect Registry files, open database files, and application files. ARAID attaches directly to your drive port or externally via your USB or Firewire.

Accordance Systems' ARAID is the first low-cost RAID system of its class, disk mirroring all computer files for disaster recovery and data backup.

The Accordance ARAID controller supports dual hard drives and mirrors data onto both drives. As data gets written to one disk, it is automatically copied to the second disk. If one disk fails, the data is protected on the other disk. To replace a failed hard drive, the user simply pulls out the removable ARAID hard drive tray, pulls out the bad disk, and replaces it with a new one. The ARAID automatically copies the data from the remaining good drive onto the newly inserted hard disk.

The ARAID is commonly used for backup by using three hard drives: one that stays in the ARAID controller and two that are rotated in and out. The removed hard disk is taken offsite to provide reliable and secure storage of valuable data against disaster scenarios. This is an effective replacement to using tape cartridge backup systems. **Studies have shown that a third of all tape backups never finish correctly.** Disk-based backups using the ARAID are less expensive, less labor intensive, and more reliable than tape-based backups.

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## **OPINIONS**

# **Power & Cooling Must Be A Priority**

With increasing amounts of data stored electronically, more processes dependent on computer applications, and more technologies being tied into corporate networks, businesses are far more reliant on technology than ever. As a result, high availability and continuous uptime are essential to a company's operations. Fortunately, the latest generation of power protection technologies offers plenty of sophisticated and economical solutions, making it easy to protect your infrastructure.

### A Growing Threat

Blackouts, brownouts, catastrophic sags, and spikes in electricity—the vagaries of the power grid can bring a company's entire IT infrastructure to its knees. The results can range from temporary annoyances to millions of dollars in lost data, equipment, sales, and productivity. "The estimated annual costs of power disturbances are between \$119 [billion] and \$188 billion a year," says Farah Saeed, program manager for backup power solutions at technology research and consulting firm Frost & Sullivan. "It's a big problem that affects at least 72% of all U.S. businesses."

Even electricity suppliers acknowledge that businesses don't always receive pure, clean power. "It cannot be overemphasized that electrical [disturbances] will occur on all typical systems at some point and time," notes utility company Pacific Gas & Electric. "Every facility should consider the impact of electrical disturbances on the various equipment and implement the appropriate mitigation," PG&E advises its customers.

### **New Power Protection Tools**

Fortunately, these mitigative measures are becoming easier and more effective. Vendors of power protection equipment are improving the effectiveness and reliability of their technologies, and today these suppliers match backup and power-generating hardware with intelligent software that makes it easy to protect vital IT resources.

### Different Problems, **Different Solutions**

Comprehensive power protection relies on a number of different types of technologies. Surge protectors level out power spikes, so a sudden boost in power doesn't overload electronics and burn out components. The workhorse of

power protection, the uninterruptible power supply, provides battery backup to keep computers running if electrical power falters or cuts out completely. UPSes can also monitor and manage electrical quality, so sensitive IT components always receive the highestquality power possible.



nomical is the standby device. These units wait in the background as PCs and other standalone de-

may range from 200 to 500kVA. UPSes come in three broad categories. The simplest and most eco-

around 15kVA. Large capacity

enterprise-class UPSes for central-

ized server farms and data centers

### The New Wave

Recently, most technological innovation has been in the highcapacity devices that protect workgroups, data centers, and enterprise-wide IT resources. Many of these cutting-edge products extend beyond power management with cooling systems for a comprehensive approach to protecting IT investments. The advanced management software available with these systems can monitor power problems and initiate an orderly shutdown of systems to protect data and equipment. The management programs also perform predictive analyses that continuously monitor conditions and alert IT managers if trouble is brewing.

optimum sine-wave electricity by

converting raw AC power to DC and then back again into AC.

These are best suited to large data

centers and mission-critical sys-

tems that require constant uptime.

Workgroup and enterprise UPSes now come in slimmer profiles and rackmount configurations, making them easier to fit into tight communications closets. Meanwhile, many of today's largecapacity UPSes support "hot swap" capabilities, letting managers buy enough protection for current conditions and then simply plug in additional capacity when needed. P

> Send your comments to CDW@processor.com

# ANDY LANNEN

CDW Enterprise Power Engineer Andy Lannen is part of a team of CDW Power experts that designs and recommends multibrand power designs and recommends multibrand power solutions for corporate customers. He has earned certification and recognition from several power vendors including APC, Tripp Lite, and Powerware. His area of expertise encompasses UPS devices, generators, air conditioning, environmental monitoring, rack enclosure systems, and power distribution.

UPSes come in a variety of load capacities, measured by their VA (voltage-ampere) rating, a measurement of apparent power. UPSes are also rated by kilowatts, a measurement of real power. In the UPS sizing process, VA is derived by multiplying electrical line voltage by the amp rating of each device or the combined ratings of multiple devices to be connected to a UPS. Single desktop PCs typically require a UPS rated at about 300VA. Networking or VoIP telecom gear might require a UPS rated in the thousands of VA, ranging from 3kVA (3,000VA) to

vices run off of standard electricity. They don't intervene unless a problem arises, at which time the UPS' battery takes over temporarily, long enough for users to save work.

A second category, the lineinteractive UPS, constantly monitors the electricity flowing into electronic devices and boosts or levels out the voltage level for spikes and sags. These are appropriate for workgroups and servers.

The most sophisticated UPSes, double-conversion online units, continuously provide the highestquality power to mission-critical systems. These devices produce

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Nexsan's SATABeast™ enterprise-class storage array, which is built around Serial ATA disk drives, is designed to deliver the highest performance and utmost cost effectiveness in a single, scalable solution ideal for data-intense storage applications such as online archiving and disk-based backup

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Nexsan's SATABeast is engineered to meet necessary enterprise-class availability requirements with the inclusion of fully redundant components that are individually online hot swappable, including drives, controllers and power supplies. This advanced design provides increased ROI by eliminating the need to replace an entire multi-drive blade should a single drive fail. Each RAID controller is configured with dual high-performance 2 Gigabit Fibre Channel SFP LC host ports powering the SATABeast to sustained reads speeds of over 700 MB/s. The advanced architecture of the SATABeast features an innovative horizontal midplane design that promotes superior airflow and alleviates insertion stress points. Triple intake fans along paired with two redundant 760-watt power supplies with tachometermonitored blowers provide maximum power and cooling. The system's Anti-Accumulative Rotational Vibration (ARV) design enables maximum performance and long-term reliability.

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### MRC-2CC 2U-12 Swap Bay Enclosure **Rackmount Chassis**



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Manufacturer Presentation **\_** 

MRC-2CC

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# Protect Your I.T. Equipment... Don't wait until it's too late!



# What Will You Do When Disaster Strikes?

□ Quit □ Run □ Panic □ Cope □ Rejoice \*

Right now, your data center is under attack! You might not believe it because things appear to be running smoothly. The network is up and bandwidth is not taxed. The servers are accessible and users aren't complaining. Everything appears to be under control. However... just beyond that wall, above those ceiling tiles, or under the raised floor is a disaster waiting to strike. Even worse, it has your name written all over it!

You see, no one really knows when or how a disaster will strike. We just know the potential is always there. So preparing for it is critical to minimizing its impact on computers, networks, users and the organization.

### Computer Room Environment Monitoring Too Often Overlooked

Today's data centers are complex and handle an immense work load. This is because what happens there effects the entire organization, supporting hundreds or thousands of employees. The most overlooked issue in data centers today remains "environment monitoring". This is true at least until a disaster strikes, then it becomes *Job 1*. Why wait for your own disaster?

### What Is Environment Monitoring?

In the data center, computer and network equipment must be kept within a specific range of environmental conditions. If these get out of bounds, unpredictable and potentially catastrophic results can occur and cause data loss, hardware failure, denied access, and downtime. Primary issues include:

- Temperature (high / low)
- Main & UPS Power (interruptions)
- · Flooding / Water (leakage)
- · Humidity (high / low)
- · Smoke / Fire / CO2
- IP Camera (security)
- Intruder / Room Entry / Motion (security)
- Dry Contacts (aircon, cooler, generator, etc.)
- Panic Button (staff calls for help)

### Air Conditioning Remains The Primary Cause Of Most Data Center Disasters

Failure of a primary or backup air conditioner is a major threat in all computer rooms, as temperatures will rise rapidly. Condensation overflow from air conditioning or leaks from water pipes that support a system can cause

flooding. Power drains from AC can also damage computers & equipment.

## Main Power Sources Remain Unreliable, A UPS Is Simply Not Enough

Even in the 21st century, we still haven't harnessed electricity. Situations like over / under voltage, spikes, drops and blackouts haunt managers. Failure of backup power sources like generators or UPS systems with short run or expired batteries can make a bad situation even worse. Consider what happens when main power goes out and a UPS keeps CPUs alive while the air conditioning systems stay down. The end result is extreme temperatures in the computer room that will eventually cause severe hardware damage or

- 61% of data centers say downtime is due to environment issues 1X+ in past 12 months
- 23% of data centers say downtime is due to environment issues 5X+ in past 12 months

### Your Data Center & Job On The Line

If disaster strikes your data center, how will it impact business? Who will get the blame? Could it have been prevented? Will management be asking for your head on a silver platter?

### **Downtime Costs More Than Money**

When disasters occur, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. Data can be lost and costs incurred to restore or recreate it; online operations lose sales & service opportunities... causing lost revenue both now and in the future; salaried employees continue to get paid even while systems are down and they can't work; overtime accrues for IT staff who work around the clock to get systems back online; and there will be other costs too.

- 59% of data centers say downtime lasts 1/2 day+ • 27% of data centers say downtime lasts 1-3 days
- 45% of downtime costs over 10K per incident • 11% of downtime costs over \$50K per incident

### A Proactive Approach Is the Best Because Computers Don't Swim

The concept of knowing early and immediately about developing environment problems is easy for all prudent managers to understand. A business does not have to encounter a flood for the IT staff to know that

computers don't swim. The "5 Critical Steps" to successfully prevent an environmental incident from causing your organization a catastrophic disaster include:

### 5 Steps To Prevent IT Environmental Disasters

- 1) Early and Immediate Detection
- 2) Automated Alerting to Responsible IT Staff
- 3) Fast and Appropriate Action by the IT Staff
- 4) Automatic Response & Action Procedures
- 5) Review, Analyze & Plan Future Prevention

# Insurance And Recovery Plans Are Just "Band Aids" After A Disaster

Insurance policies offer some financial relief from disasters by compensating for the cost of lost equipment. However, they never cover all of the extended costs (see above). Worse still is the impact on cash flow while you wait to be reimbursed. And who wants to fill out all those forms anyway? Then, in 6-12 months your insurance premiums go up. Ouch!

As for recovery plans, you need to (must) have one. Although, wouldn't you like to have one and never be forced to use it? Even the best recovery plans do not pay the costs. They provide a guideline as to how to get back in the game after a disaster. Wouldn't your management team rather avoid the experience altogether? Wouldn't you?

### Why Put Your Business At Risk?

How much would it cost your business to lose access to primary servers or the network for just a 1/2 day? Ten, twenty, a hundred thousand dollars? A million dollars? It depends upon what you do although any loss is too much when it's *your* money. In today's online world, downtime for even a few minutes can mean life or death to sales opportunities or the entire business. Do you need to be in business continuously, like 24 x 365? Then stop running around with scissors in your hand.

## Solutions Exist For Computer Rooms Of All Types And Sizes... Yours Too!

AVTECH Software has several powerful, scalable solutions for environment monitoring. All are small enough to hold in one hand, completely mobile, and optionally available in a rack, wall and ceiling mount. They come complete with easy to install hardware, cables, sensors, easy-to-use network-wide monitoring software, CD media & documentation,

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\*\* Read the PROCESSOR cover story for August 12th... "AVTECH: A Company To Watch" by using the "Search Past Articles" feature on PROCESSOR.com, key word "AVTECH". \*\*

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### Manufacturer Presentation.

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The Barracuda Spam Firewall 900 also offers key outbound filtering techniques, such as outbound email attachment scanning, Barracuda Networks Rate Control System for protection against open relays and zombie PCs, as well as support for inbound and outbound STARTTLS encryption. Multiple Barracuda Spam Firewall 900 units can be clustered for greater email redundancy and higher capacity.



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Purchasing a storage product such as direct attached storage, network attached storage, or a storage area network device can be quite costly. Part of the reason for the additional cost is the overhead of the proprietary software that the vendor has created to manage and administer the storage hardware.

Open Source Storage (OSS) provides hard drive storage products without that overhead. The entry-level RS1000 provides four hotswappable drive bays in a 1U configuration for a potential of 1.6TB of storage space. With an optional upgrade, the RS1000 can also support RAID 1, 5, or 10 configurations.

For larger storage needs, OSS offers the RS2000, RS3000, and RS5000, each providing successively more storage capacity (12, 16 and 24 hotswappable drives, respectively) in increasingly large form factors. On the upper-end of the OSS product line, the RS8000 can be configured for up to 16TB of storage capacity using 40 hotswappable drive bays in an 8U chassis. Supporting up to four dual-core Opteron processors and 32GB of RAM, the RS8000 also comes with a data-base server utilizing the open-source MySQL database program.



Download product specs at: www.Processor.com/OpenSource or call us at 866-664-7867

### Manufacturer Presentation .

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# Help The Help Desk

### **Strategy Aids In Help Desk Upgrades**

by John Brandon

IN THE CHAOTIC WORLD of IT, all roads eventually lead to the help desk. This primary technology focal point is the first response center for problems, and help desk efficiency is often the pivotal ingredient in IT performance evaluation. When members of a marketing team need an ERP solution to run faster, they call the help desk first. If the product manager on a large Web development project requires a new database driver, first-call support handles the request. End-user perceptions typically live and die based on how quickly, efficiently, and thoroughly the help desk performs.

Interestingly, in IT, the help desk is sometimes the last consideration in upgrading IT services. As long as the

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phones are working properly, the staff is knowledgeable enough, and the business units are functioning properly, IT sometimes puts more resources into network topology changes and upgrading the wireless infrastructure. The great challenge is knowing when a help desk is not performing at high levels.

"A help desk is effective if it delivers high customer satisfaction at a low cost," says David Coyle, a Gartner research director covering IT operational management. "Best practices state that 54% to 75% of all IT service requests should be managed by the first-level technician at the first point of contact by the end user-known as the first call resolution rate. Calls managed by the first-level support analyst typically should cost an average of \$20 per call. So if customer satisfaction is low or if a help desk isn't able to close approximately 54% to 75% of calls at a cost of about \$20 per call, then there are opportunities to upgrade the help desk."

Coyle advocates a targeted questionnaire system that uses several methods, such as simple surveys after each call, surveys on intranet portals, company-wide surveys sent to every employee, and end-user focus groups. Questions should focus on overall satisfaction, queue wait time, mean time to repair, and professionalism. Interpreting the results over time is key, as it helps you identify trends and weed out problems resulting from one particular incident. Coyle has found that many companies conduct surveys but do not capture data from all end users in all business units, just those who use the help desk routinely and may already view it as effective.

One critical criterion for evaluating a help desk is call response costs. According to Coyle, too many IT departments route calls to the wrong support technician, resulting in much higher help desk costs and an end-user perception about ineffectiveness.

"The majority of IT service and support cost is related to personnel, and therefore it is important that your lowpaid personnel—typically first-level support—handle the majority of calls and that higher paid IT personnel third-level subject matter experts handle only those issues that require complex technical troubleshooting," says Coyle. "In other words, you don't want your seasoned application development expert changing toner cartridges or replacing a sticky mouse."

This benchmarking criterion alone can help you determine whether to upgrade a help desk, including adding a new ticket tracking system or making personnel changes.

### **Beyond Benchmarking**

Of course, benchmarking results can be unreliable. In many small to midsized enterprises, end users will respond favorably to help desk surveys, and support cost analysis may change depending on the project and business unit. This is not as true in a large enterprise, where benchmarks reveal more obvious inefficiencies.

Knowing when to implement a new help desk process, use more powerful help desk tracking software, or make sweeping procedural changes, such as adding more first-call technicians or eliminating a middle-tier support group, is an ongoing challenge. The most critical benchmark for large companies is whether the help desk meets established service level agreements and follows set standards.

### Problems arise when IT provides services without following a specific support process.

"An effective help desk is one that provides quality service in a timely manner, implements processes and procedures, sets expectations, measures performance, and communicates all these attributes appropriately," says Sarah Keener, a product manager for Numara Software, a company that makes help desk tracking software. "Too often, IT operates in a black hole with a perception of their performance that does not match that of the end user community."

Keener suggests a comprehensive end-user questionnaire program as well, covering all business units. However, she also views the help desk as a central knowledge management repository. Often, IT keeps the help desk disconnected from other business intelligence systems, as opposed to making it a starting point. By setting business goals for each business unit, identifying optimal end-user response time and costs per call, and evaluating the effectiveness of problem resolution, IT managers can decide whether an upgrade is required. This makes the help desk evaluation more proactive than reactive: It's research based on future business needs.

"The primary strategy should be proactive, although not everything can be foreseen," says Keener. "A central tool will assist in early identification of current issues, as well as potential issues. A central repository of asset data will greatly enhance the ability to effectively develop and execute a proactive plan. Additionally, a strong data repository will enable a structured and organized response to unexpected events."

In addition to call time, cost benchmarks, and business unit research, managers can evaluate the features and advantages of help desk tracking software.

"The evaluation criteria doesn't come down to features and functionality but more around price; ease of configuration; vendor's track record for integrating with other systems in your environment; integration with other IT service management modules in your environment such as change management, release management, and configuration management; and previous relationship with vendors," says Coyle.

One effective tool is BMC Remedy Help Desk, which touches on all the important help desk variables such as KM integration, simplified call routing, tightened processes, and support effectiveness based on call time and user satisfaction.

In the end, knowing when to reimagine or repair a help desk and create a new help desk process is a complex undertaking, one that could require months of evaluation and end-user input. The result, however, can be a widespread change in how business units perceive IT effectiveness, even when you decide not to invest all your resources in the latest network upgrade or the most advanced storage technology.

# **Outsourcing The Help Desk**

One issue confronting IT managers is whether to consider outsourcing the help desk altogether. The two main benchmarking variables, support level routing and costs per call, can help determine whether a help desk is effective. However, it's a different set of variables that should determine whether outsourcing makes more sense than an upgrade. According to Numara's Sarah Keener, some of these variables include the total cost savings per year for outsourcing, skill set availability, training, outsourced expansion capability, cultural conflicts, language barriers, and employee retention.

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# Instant Messaging: Get Ready

# **How Can Your Small To Midsized Enterprise Prepare?**

by Julie Sartain

INSTANT MESSAGING is literally popping up all over the globe and creating an array of conflicting arguments. IT managers are in a quandary about whether to ignore it, ban it, block it, or just incorporate it into the overall system structure. Users can easily download the free IM programs from companies such as MSN, AOL, and Yahoo!, and dozens of others—all competing for the IM business—are turning up every day.

Unless IT departments have strict policies regarding Internet access and downloading software or tight controls prohibiting users from downloading anything onto their desktop stations, IM is going to

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**Instant Messaging Options** 

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File sharing

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vices in a single contact list

contained within the browser

User-friendly blog window

· Security and privacy control

· Stealth settings and privacy

Audio and video chat

Mobile messaging

• Plug-ins architecture

• Can chat with Yahoo!, Google, and AOL

Yahoo!, MSN, and Google from meebo

Access to contacts from all of these ser-

No downloads required; everything is

User-friendly IM discussion window

· Virus scanning and advanced spam control

squeeze through the cracks and land on about 70% of corporate America's desktops, according to research firm Gartner.

### **IM** Infiltration

So apparently the question is not whether to allow or use IM in corporate America but how to cope with its infiltration and then how to manage it. IT managers have been forced to deal with this flood of technology, and according to Art Gilliland, vice president of products at IMlogic, "Organizations are being forced by their employees to take notice of IM. Unlike most other new technologies, IM has been largely user deployed. It has already permeated the enterprise; it is now up to IT to catch up

www.imlogic.com

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with the management and security of this technology."

IT managers' primary concerns are security (IM is not immune to viruses, worms, spyware, and spam); legal liabilities such as sexual harassment, discrimination, and other inappropriate communications in the workplace; decreased productivity as a result of employees abusing the technology for personal use; and interruption of workflow.

For example, JD Stratton, freelance graphics designer at Ukiah Multimedia, says, "I had IM for one day, and it was a nightmare. I work on huge graphic files in Photoshop all day long—extremely memory intensive files—and every time someone 'popped in,' it froze up my computer, and I had to reboot, so I lost everything."

### The Question Of Compatibility

Compatibility issues between programs is another IT management concern. Should IT managers allow IM outside the enterprise or restrict it to an in-house proprietary system only? "They [enterprises] should link all of their employees together through a common IM network," says Seth J. Sternberg, CEO at meebo, a small company known for its Web-based multiclient IM application. "For small and midsize enterprises, however, an enterprise IM solution might be overkill. AIM, Yahoo!, MSN, or Google's network will probably suffice. If security, however, is an issue, meebo, as does Trillian's software-based client, provides secure communication over its network."

The answer to an in-house IM program is the problem with the commercial programs: They're all proprietary, so users must download each IM product to communicate with other members using that product. For example, Yahoo! won't communicate with AOL, which refuses to communicate to MSN, and so on. However, IBM recently announced that its Lotus Sametime customers will soon be chatting with IM users from AOL, Yahoo!, and Google.

"As multi-IM products such as PalTalk, etc., that work with all the leading IM service providers proliferate, IM will take on a different role and that is of 'community enablement,'" says Jeffrey Nudler, senior analyst at Enterprise Management Associates. "This will definitely evolve to integrate with VoIP, IPTV, and other types of technologies into converged IM services. There will be many such innovative services to drive additional revenues."

### **Retention Policies**

And what about retention policies, another IT concern? Gilliland says, "Most regulatory

bodies have outlined retention rules for electronic communication, which includes email, instant messaging, and voice. These rules are too numerous to outline here but, in general, dictate the various timelines and message review requirements for message retention. IM is considered a

# **Tips To Prepare For Instant Messaging**

- Buy and install IM security software; decide on one program and use it company-wide.
- Ensure that all virus scanning software signatures are up-to-date.
- Educate employees on the risk of IM threats.
- Create and communicate an IM use policy, including a retention policy.
- Inform employees to keep instant messages brief and to the point.
- Create clear usernames, so there are no doubts regarding whom users are communicating with.
- Restrict attachments and downloads to email only.
- Respect those individuals whose jobs require privacy, and don't "force" IM usage on everyone; that is, allow participation to be an option, not a requirement.

legal record by most all regulating bodies." Therefore, use the same or similar policies for IM that are currently in place for email.

Gilliland says, "Companies need to immediately identify their exposure to IM security and legal/compliance risks. If you have IM use in your organization, and most do, putting in place IM security and management technology will provide the necessary management visibility and security infrastructure to protect the organization's assets."

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# SAN Zoning 101: Learn The Basics

### It's Not New, But It's Very Important For Your Network

by Robyn Weisman

ALL BUZZ TO THE CONTRARY, the concept of SAN zoning is nothing new. "A SAN zone is a partition or a virtual LAN," says David Freund, practice leader of information architectures at New Hampshire-based research firm Illuminata. "The fibre-channel community renamed it [as SAN zoning], and we're saying we did that a decade ago."

According to Freund, SAN zones are enforced by switches that end up drawing logical lines around information from a manageability perspective. A SAN zone depends on the capabilities of a switch to other partitions. As far as you're concerned, they don't exist."

By dividing up storage into these partitions, it provides enterprises with data security and flexibility, so that, for example, different departments within a company may access information from a common network while preventing data from being mixed up or falling into the wrong hands, Freund says. "It's a good way to simplify management-related tasks."

### **Future-Proof Your SAN**

Marty Lans, EMC director of Connectrix marketing, echoes Freund's comments,

By dividing up storage into partitions, SAN zoning provides enterprises with data security and flexibility to help prevent data from being mixed up or falling into the wrong hands.

be able to isolate data traffic between one virtual storage segment and another and to prevent specific data packets from going to certain places on the network by telling those packets, "I won't let you even see the adding that SAN zoning as a concept became an industry standard back in the early 1990s. "At EMC, we require zoning for every SAN we set up. It's not a request," he says.

SAN zoning becomes particularly important as SAN networks grow, Lans explains. In most cases, companies do not install a storage network in toto. Generally, as a company grows, its storage needs grow so that the network in question has morphed into a behemoth of multiple servers and storage arrays. As these networks grow, SAN zoning works as an isolation technology that tells the new servers and storage devices what "family" they will join and limiting these devices from chattering with all the other devices in a storage network.

"Simply put, it's future-proofing your SAN. Otherwise, there will be errors down the road that will slow the SAN down," Lans says.

### **Options For SAN Zone Setup**

There are two common ways to set up SAN zones, says Yankee Group senior analyst Sanjeev Aggarwal. Server-based SAN zoning works by telling servers within a network which databases they may access. This method may be implemented through the server's operating system or through the use of an HBA (host bus adapter), an I/O adapter that determines what data may be transferred between the server and the storage partition.

RAID array vendors such as EMC or IBM provide vendor-developed configurations or software to set up array or switch-based zoning. Switches connect

RAID arrays either through fibre channel networks or through HBAs in IP SAN networks, which use standard Ethernet infrastructure, Aggarwal says.

According to Aggarwal, although small and medium-sized enterprises do use fibre channels for SAN zoning, they more typically set up SAN zones using the IP SAN protocol because Ethernet infrastructure comes standard with most storage and server hardware, and, therefore, is easier and more cost-efficient to implement.

### **Three Reasons To Set Up SAN Zones**

By limiting the access of certain types of data in a SAN network to specific servers and the users of these servers, employees, for example, are prevented from accessing confidential data about other employees.

By setting up SAN zones, newly added host bus adapters are instructed to "talk" to only a specific portion of storage space on a SAN network, which saves bandwidth for other processes.

Many SAN networks make use of multiple operating systems, such as Windows Server, Unix, and Linux. By restricting a data file to the respective operating system under which it has been created, it prevents the data from being corrupted inadvertently by an operating system that cannot make heads or tails of it.

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# WHAT'S HAPPENING

# WAN Acceleration Despite The Location

### **Increasing Throughput** By As Much As 200 Times

by Chris A. MacKinnon

THERE IS NOTHING LIKE being able to access WAN resources at LAN speeds. Let's face it, when WAN throughput is critical, using WAN accelerators to accelerate enterprise applications and optimize WAN bandwidth can make all the difference in the world to IT managers and users alike. Many of today's small to mediumsized enterprises are shifting from branch office servers to centralized server farms and, as a result, are facing a wide (and sometimes confusing) array of choices when looking for the perfect WAN acceleration solution.

We spoke with Dan Decasper, chief technology officer at Orbital Data (www.orbitaldata .com), to get the skinny on the current state of WAN acceleration technologies and to find out what Orbital Data is doing to solve some of the toughest industry challenges. Based out of San Mateo, Calif., Orbital Data's mission since 2002 has been to accelerate the enterprise WAN.

### **Erupting The WAN**

of the .NET effort.

The current state of WAN acceleration in Decasper's mind is nothing short of an explosion. "The WAN acceleration market is in a rapid state of growth and of technological change. It has moved beyond the early adopter phase into the mainstream, as enterprise IT organizations recognize how much the solution can do for them and now want to deploy it everywhere on the enterprise WAN." Decasper says where 18 months ago enterprises might have experimented with this technology on a very limited scale in a handful of locations, today they want to roll it out globally, sometimes to hundreds of branch offices and thousands of remote workers. "The market is

be interested in Orbital Data's unique approach. "First of all, we are the only vendor to provide an end-to-end, enterprise-

there, and so is the technology," he says. Decasper believes that enterprises will

wide solution. By offering enterprises a choice of either software-based clients or hardware appliance-based solutions, they can choose the solution that works best in each part of their distributed network. They can deploy hardware appliances in data centers and larger remote branch offices while deploying the software-

# Orbital Data"

based solution in smaller branch offices, home offices, and on road warriors' laptops." Decasper notes that it's enterprise WAN acceleration for everyone—no more "haves" and "have nots."

Orbital Data also claims to be the only vendor adopting an "auto-optimized" approach to deploying and managing WAN acceleration solutions. Decasper says IT network managers have better things to do with their time than mastering the arcane art of WAN optimization and constantly tinkering with rule sets to make sure systems are operating at peak efficiency. "It's like trying to tune a car as it's barreling down the freeway at 70mph. The better approach is to automate. By monitoring network conditions, data flows, and application mixes, Orbital Data's AutoOptimizer Engine figures out the optimal set of WAN acceleration techniques to apply and keeps the system automatically tuned for best performance."

### Scale, Manage & Accommodate

According to Decasper, some of the industry's biggest challenges include scaling WAN acceleration, making it easier to manage, accommodating the ever-evolving mix of applications, and handling (as usual) the costs involved. He says Orbital Data is on top of every one of these challenges. In terms of scaling WAN acceleration, Decasper says, "Orbital Data has been solving scalability problems for large enterprises for a long time, so we know how to do it. It requires a solid architectural foundation, experience in a wide range of environ-

> ments, a suite of different accelertion techniques for both high and low speed links, and a simpler and smarter approach to management."

> So how do you make WAN acceleration manageable by mere mortals, who already have full-time IT jobs? Decasper says, "Our strategy is to focus

on the simpler, smarter approach, using auto-optimization. As one of our customers put it, 'I have an unlimited budget for simplicity." But when accommodating application newcomers such as VoIP and XML, Decasper says that because it's not possible to predict what new applications will be deployed on a customer's network, the best approach is to make sure the system is flexible and supple enough to accommodate those new applications.

Then there's the cost factor. To that end, Decasper says, "In order to make sure it's cost effective, we focus on improving customers' ROI in several ways: by providing a choice of form factors, whether it's a low cost software client or a higher capacity hardware appliance; by enabling customers to make the most of the WAN

infrastructure they already have, whether it's by increasing utilization of high speed links or reducing congestion on low speed links; [and] by improving remote office workers' productivity, through improving WAN performance in every corner of the enterprise network."

### Up, Up & Away

Decasper says Orbital Data's Auto-Optimizer, part of the company's signature WAN acceleration technology, is all about the performance factor. He says, "The system is built on the AutoOptimizer Engine, which automatically and dynamically applies to each data flow the best combination of performance-boosting techniques, depending on the application, the data, and the network conditions. The AutoOptimizer Engine is an industry first, introducing a

# The current state of **WAN** acceleration is nothing short of an explosion.

- Orbital Data's Dan Decasper

'no dials' paradigm to the WAN Optimization and Application Acceleration market, so that IT managers can solve their WAN performance problems without having to worry about how it's being done under the hood."

Decasper says the AutoOptimizer enables virtually any TCP-based application that sends data between geographically dispersed offices to run faster, increasing WAN throughput by as much as 200 times and improving application response times by as much as 400%. The company's OrbitalEdge software client is also a unique offering in the marketplace; it's the first and only symmetric WAN acceleration product implemented as a software client. This enables the product to be deployed in situations where a hardware appliance is either too costly or is completely impractical.

So what is on Orbital Data's immediate horizons? Decasper says readers can expect added announcements in the next few months of extensions to Orbital Data's multilevel compression, QoS, and management, all integrated into the Auto-Optimizer Architecture.

### TWO TERMS

### What it is: .NET is the term given to Microsoft's all-encompassing programming platform. So .NET is really not a specific technology but a combination of various technologies and approaches to programming all united under one banner. For example, .NET is not married to one specific programming language but instead supports a wide variety of programming languages. A new programming language, C#, was created as part

.NET

Why you should care: This is Microsoft, so anything it does that's huge in scope is important. Cynics of .NET point out that .NET may be a response to Sun Microsystems' efforts to turn its own Java programming language into a universal programming platform.

Related products and manufacturers: .NET is a Microsoft product, so the Redmond software giant is obviously the primary marketplace player as far as .NET goes. But .NET's success will depend on developers' widespread adoption of the framework.

### ■ J2EE (Java 2 Platform Enterprise Edition)

What it is: This is Sun Microsystems' all-encompassing, enterprise-class set of programming and development specifications based on Sun's Java language. J2EE is designed for developing multitiered, Web-based applications and includes components such as JavaBeans, servlets, JavaServer Pages, applets, JDBC (Java Database Connectivity, which is Sun's version of ODBC, or Open Database Connectivity), and others.

Why you should care: J2EE is a set of specifications for developing multitier enterprise applications. Your choice of development framework, be it .NET or J2EE, will influence how you create and deploy enterprise, Web-based applications. Critics say .NET lacks the scalability and multiplatform compatibility of Sun's Java technologies. But if your business is a 100% Microsoft shop, why should you care about cross-platform compatibility?

Related products and manufacturers: Various vendors have developed J2EE-compatible platforms, including Apache's Geronimo, BEA's WebLogic Server, IBM's WebSphere Application Server, and others. Numerous companies have licensed the J2EE platform, including HP, IBM, webMethods, BEA Systems, Nokia, SAP, and others.

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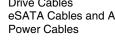
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Equipped with the Intel® Pentium® M/Celeron® M highperformance processor, the BPC-8080 answers the demands for Point of Sale (POS) Terminals, interactive kiosks, Automated Teller Machines (ATMs) with expanded capabilities, gaming terminals and even high-rel and harsh environment equipment.

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### **Data Comm Component**

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### **Quad-Port Gigabit Ethernet Interface Card**

The SlotOptimizer™ is a perfect solution for use in conjunction with early ATCA processor blades, which have few or no native faceplace Ethernet ports. It is best suited for applications requiring multiple ports directly connected to the processor blade, including both telecom-oriented and general-purpose computing platforms.



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# Web Development

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Let end users change expired and locked-out accounts with myPassword - the self-service password management Web site for Microsoft Active Directory.

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### **Asset Management**

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### **Storage Utility** www.Processor.com/QStar



Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.

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Software - Business Productivity Advertisement

# **Asset Management Software**

NetSupport DNA (Dynamic Network Administration) facilitates central management of your enterprise PCs in a secure, coordinated and efficient manner. Combining powerful Hardware and Software Inventory with Software Distribution, Application and Internet Metering, Webbased Helpdesk, PC Remote Control and more, NetSupport DNA ensures compliance with corporate configuration standards while simultaneously reducing the Total Cost of Ownership (TCO).

IT assets account for the largest proportion of the overall IT spend, therefore, ensuring they are properly managed and maintained becomes one of the highest-priority corporate goals for any organization where TCO (Total Cost of Ownership) is high on the agenda.

Without a comprehensive management program in place, IT assets can cost far more than necessary through waste and redundancy (direct costs) and overly complex management and maintenance (indirect costs). By implementing an effective IT asset management program, companies can view every asset in their enterprise, allowing them to control and manage IT assets, eliminate waste and redundancy, and comply with ever-tightening government compliance regulations.

For more information on how NetSupport DNA can help manage your organization's assets, visit www.Processor.com/NetSupport3.



Phone: (888) 665-0808 www.Processor.com/NetSupport3

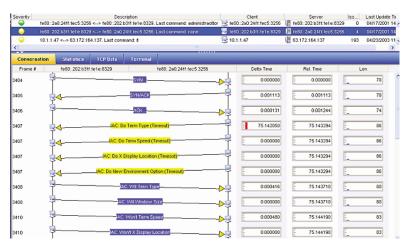
New Barracuda Spam Firewall 900 Raises the Bar for Spam

Manufacturer Presentation \_

Software - Network & Systems Mgmt. Advertisement

### **ClearSight Analyzer Version 5.0**

Real Time Network Analysis and Application Monitoring



ClearSight's fifth-generation Analyzer implements Real Time application and protocol support for Citrix, SMB, RTSP (Real time streaming protocol), HTTP flow reassembly, Wi-Fi on Ethernet with WEP decryption support, New History Reports, and Real Time TCP data view, as well as enhanced support for VoIP (new video and voice Codecs added) and security visualization.

The Version 5.0 Analyzer delivers new functionality, enabling enterprise users to verify real-life performance of application deployments (such as VoIP and Database, IPv6), assisting customers in making critical decisions before rollout and providing deeper support for managing and growing deployments. The collaborative nature of Analyzer 5.0 is improved through the use of a variety of setup wizards and extensive, configurable reporting functions providing new optional long-term History Reporter and integrated Packet Generation feature.

The latest version provides easy-to-use application packet generation tools, making it possible for IT administrators to effectively emulate new application traffic in the enterprise's existing environment. At the same time, ClearSight is also used to evaluate traffic in real time, display issues and problems, and generate extensive reporting

ClearSight Analyzer 5.0 is available as both a software solution and as a bundled product. Supported physical interfaces include 10/100BaseT, including full duplex, Gigabit Fiber (Copper, multimode, or single-mode) and 10 Gigabit. The new version provides customers with a reliable and easy-to-use solution to remotely troubleshoot and manage their unique network environment and applications, including Citrix, SMB, Microsoft Exchange Server, Microsoft SQL Server, Oracle Web Servers, VoIP, and associated multimedia protocols.



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Attention agers
Data Center IT Managers

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Quick rundowns of all new data center-related products released in the past week.

Then go to Processor.com and take advantage of our online search tools to find even more in-depth information.



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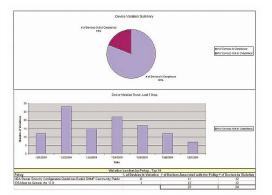
Software - Network & Systems Mgmt. Advertisement

## **Network Security & Compliance Software**

AlterPoint Expands DeviceAuthority 4.0

Version 4.0 Delivers Enhanced, Enterprise-Class Compliance and Security Capabilities for Network Management

Most large companies have difficulty meeting the demands of security and compliance at the network level in a cost-effective manner. The effort to truly understand the details about every device installed, along with the different operating systems and change data, is a tremendous challenge. DeviceAuthority 4.0 eliminates the need for companies to tie up their precious network engineering and



Policy Summary Report

operations personnel to do this tedious, but critical work.

AlterPoint's customers, in industries such as financial, healthcare, government and technology, rely on some of the most complex networks in the world and they understand the impact that better network visibility and management has on their ability to reduce security threats, increase reporting capabilities, and meet auditing requirements. The expanded policy engine in version 4.0 enforces best practices and enables continuous compliance by making it easy to create rules for devices and groups, and then validating, in real time, every change made against the associated policies.

"Our DeviceAuthority 4.0 enhancements were developed in direct response to enterprise customers' requests to address the growing concern for network security and compliance with regulations like Sarbanes-Oxley, HIPAA and NSA security guidelines," says Jeffrey Ait, AlterPoint president and CEO. "In order to meet the stringent internal and external security and compliance requirements, DeviceAuthority now provides the most powerful capabilities to meet and enforce mandates, such as separation of duties between auditors and administrators, tracking every user action along with 'reason codes' for complete accountability, and masking sensitive information down to the configuration element."

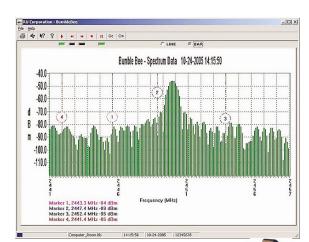
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# PC Playback Viewer For Spectrum Analysis Data

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analysis data captured on its
handheld BumbleBee<sup>TM</sup>. The
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data directly off the
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or from the iPAQ's removable
SD or CF card slots via a card



reader. The PC software operates much like a VCR with PLAY, FF, REW and PAUSE buttons and allows users to view MARKER points created during capture as well as create new MARKER points for PC viewing. BumbleBee<sup>TM</sup> PC viewer software is available now to all BumbleBee<sup>TM</sup> users for \$250.

Visit www.Processor.com/BVSystems21 for more info!



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### \_Manufacturer Presentation \_

Software - Storage Advertisement

## **Data Protection Software**

Based on DPS' increasingly popular EzBackup™ solution, the company has developed and now offers its EzBackup software to end users seeking simple, cost-effective and robust solutions that enable users to boot directly from the backup drive and restore in a single step. This truly unique software solution



now enables Windows® users to make any hard disk drive a backup device and grants them the ability to instantly restore their entire system's hard drive, a directory, file type or a specific file. DPS also offers EzBackup™, enabling users to simply back up and recover files to any hard disk without creating a mirror-image copy of the system.

As part of its development, Data Protection Solutions continues to advance its strategic approach to continuous data protection by strengthening, simplifying and delivering backup solutions that take features found in the enterprise, such as bare metal recovery (BMR) and delivering them economically for use with edge-of-the-network devices such as PCs, laptops, workstations and departmental servers. Users can now enjoy simple, more reliable and lower cost disk-to-disk technologies with one-step restore capabilities.

For a FREE 45 day trial to learn how EzBackup can end your backup woes, Visit www.Processor.com/DataProtection2



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# Manufacturer Presentation \_\_\_\_ Software - Security Advertisement

# Beta Systems' Identity Management Suite

Now Includes Enterprise Single Sign-On Component

Passwords seem like a great way to secure your applications. But most users have to log in to several password-protected applications and Web sites every day, and they often have trouble. In fact, Gartner says about one-third of all calls to Help Desks concern passwords, and that is expensive. Forrester Research and other research organizations agree that it costs at least \$38 to reset a single password. And all those calls cause enormous wear and tear on your overworked support staff. A solution is needed to save time, money and frustration all around and get your passwords working for you again. You need a comprehensive Single Sign-On solution that can scale up to thousands of workstations and still work transparently when your users are on the road. You need a true SSO solution that will pay for itself within a year.

The Single Sign-On solution of Beta Systems, SAM eSSO, is a proven technology that's easy to use, simple to integrate and cost-effective to manage. It's a flexible, platform-independent building block that can integrate smoothly with virtually any environment with a minimal of configuration and maintenance. SAM eSSO meets all the key requirements of today's organizations, including:

- Quick integration of the vast majority of existing applications Windows, Web and legacy - through powerful agents and XML parameter files. Scripting to handle exceptional cases is available in the language of your choice.
- A highly available architecture based on multiple servers that provides fail-safe operations scalable up to hundreds of thousands of users.
- The lowest Total Cost of Ownership achieved through leveraging your existing resources and adopting a cost-effective Windows/Intel server platform.
- A flexible authentication scheme that preserves your investment in existing technologies and supports your choice of any future technologies.
- Transparent operations that require no learning curve, no training and no disruption to the normal working routine for your users.

For More Information, Visit www.Processor.com/Beta

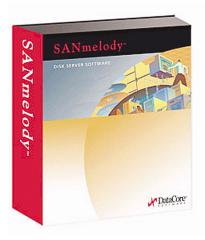


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Manufacturer Presentation. Software - Storage Advertisement

### **Powerful IP SAN Software at Affordable Prices**

SANmelody™ pricing starts below \$1,000



SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and longdistance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

SANmelody accelerates performance through built-in caching that minimizes delays from slower mechanical drives. The software equitably distributes the available disk space to multiple applications spread across several machines by carving out smaller logical disks from larger physical disks. Ethernet iSCSI host connections and Fibre Channel high-bandwidth ports are supported. Like other powerful Windowsbased software, SANmelody runs on a wide choice of hardware platforms and disk drives. Windows, Linux, Unix, NetWare and MacOS applications may concurrently take advantage of the added gigabytes or terabytes of external disk space.

www.Processor.com/DataCore2



(954) 377-6000

### Manufacturer Presentation. Software - Storage Advertisement

# **Disaster Recovery & Storage Pool Mirroring**

Affordable Solutions For SANs & Multiterabyte Storage Sites

DataCore Software offers a new class of affordable, remote site disaster recovery (DR) and storage pool mirroring solutions. These DR solutions are designed to protect terabyte-sized storage pools serving multiple application servers (e.g. Windows, Netware, VMware, Linux, Solaris, AIX, Unix, etc.) over LAN, SAN or WAN networks. The DR package prices start at \$7,998, which includes software to manage two separately located SANmelody disk servers, each capable of supporting terabyte storage pools, plus a choice of disaster recovery software—either asynchronous LAN/WAN-based replication software for disaster recovery over

great distances or simple and fast synchronous LAN or SAN failover mirroring software for storage pools supporting systems stretched across buildings, campuses or cross-town distances. These packages usher in a new product class delivering the highestend data protection capabilities at a price point comparable to low-end single system replicators. Users get all the software they need to manage and support terabyte-sized storage pools at two different ites in a single package, plus breakthrough pricing, faster performance and true enterprise-class disaster recovery and business continuity functionality.



DataCore lets small to midsized businesses enjoy all the benefits of higher-end data-centerclass disaster recovery solutions at a fraction of the cost. With these new solutions, DataCore fills the large gap and meets the need that exists between low-end system replicators (e.g. NSI DoubleTake) that cost thousands and high-end enterprise class storage array and SANbased disaster recovery systems (e.g. IBM), which are typically proprietary, complex and cost many tens of thousands of dollars. The DataCore DR solutions create a new pricing standard-priced comparable to low-end replicators, but delivering the full functionality inherent to high-end solutions.

The DataCore DR packages provide a compelling disk backup and recovery alternative to traditional system replicators and tape backup systems. DataCore protects storage pools serving multiple platforms or a mix of Windows, NetWare, VMware, Novell, Mac OS, Solaris, and Linux systems. Systems administrators do not have to juggle products that only deal with one of these platforms or be forced to add agents to each application server just to mirror data between sites. Many environments today are also caught in the middle: They need a faster and better solution than trying to recover from tape but can't afford the high cost of remote site disk mirroring.

www.Processor.com/DataCore3



(954) 377-6000

### Manufacturer Presentation. Software - Security Advertisement

## **Ecutel Systems Launches New Endpoint Automated Security Initiative (EASi)**

EASi (Endpoint Automated Security Initiative) allows Network Administrators to establish, manage and enforce policies for endpoint security, access control and device management to ensure that mobile computing devices are protected and that network access policies are carried out prior to granting a user access to the corporate network. EASi helps establish security policies and then interrogates the mobile device to enforce compliance to those policies before allowing the device to connect to the enterprise infrastructure. EASi goes beyond simply testing devices for policy compliance by providing an ability to automatically take actions to remediate non-conforming devices, bringing them into policy adherance in real time. This enforces network security at the point of access and enables users to safely attach to thier resources and remain securely connected and productive.

"Some access control and endpoint security policy products can detect potential threats but will generally only quarantine a user's vulnerable device so it can not access the network. This approach denies the mobile worker access to their critical information resources," explained Tom Matthews, CEO, Ecutel. "EASi goes beyond policy enforcement by providing an ability to automatically take actions to remediate devices bringing them into policy compliance in real time, thus enabling users to attach to their resources and remain securely connected and productive."

### EASi features include:

- Endpoint Security Policy Management and Enforcement
- Network Access Control Policy Enforcement
- Automatic Remediation
- Remote Software Updates and Patch Management
- Device Management and Troubleshooting

www.Processor.com/Ecutel2



**Phone** (571) 203-8300

### Manufacturer Presentation. Software - Security Advertisement

### **FutureSoft Enhances Endpoint Security Software Solution**

**DynaComm i:scan** (enterprise antispyware software and endpoint security management) provides administrators with the ability to manage a range of endpoint security tasks from a single console, saving time, simplifying support, and improving security of desktop and mobile devices.

### Version 6.0's Highlights:

- Removes and protects against spyware for both local and mobile
- Locates and eliminates P2P (peerto-peer) file-sharing applications
- Removes unauthorized IM (instant) messaging clients)
- Identifies pornographic images that could be a source of narassment lawsuits
- Locks down desktop applications
- Manages USB devices
- Protects high-value corporate data assets with real-time monitoring

DynaComm i:scan is already in use in some of the world's largest companies and network infrastructures, and this new release extends the management, real-time reporting and mobile user protection to further enhance endpoint security for enterprise users.

"Business administrators are facing a growing range of threats and are having to therefore deal with more and more security tools. DynaComm i:scan enables them to manage the full range of desktop and mobile user, content and endpoint security functions, from a single console." Tim Farrell, Chairman and CEO of FutureSoft

Download An Evaluation Copy: www.Processor.com/FutureSoft



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. Manufacturer Presentation .

Software - Network & Systems Mgmt. Advertisement

# NetQoS Enhances Network Performance Management Suite

The NetQoS Performance Center provides global visibility, via a single Web console, into all three key metrics necessary to quantify network infrastructure performance: end-to-end response time, traffic flows and device performance. Its modules include SuperAgent for measuring application performance over the

network, ReporterAnalyzer for analyzing traffic flows, and NetVoyant for monitoring the infrastructure. The Performance Center's customizable, role-specific views help engineering, operations, and management staff do their jobs more effectively. The NetQoS Performance Center v1.1 now incorporates the full functionality of the NetVoyant® device performance monitoring product NetQoS acquired in April 2005 from RedPoint Network Systems. With the NetVoyant polling product, the Performance Center now



provides SNMP-based performance metrics for managing network infrastructure, devices, and services.

"Instead of cobbling together tools from different vendors and hoping they will work together to provide some actionable data, customers can get all their performance information integrated in one portal with the NetQoS Performance Center," says Joel Trammell, NetQoS CEO. "NetQoS products were built from day one to scale to the largest networks and provide the data needed to improve enterprise network performance rather than simply focusing on availability. The combined power of our products in the Performance Center provides a faster, more reliable way to improve the delivery of networked applications."

For More Information, Visit www.Processor.com/NetQoS2



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Manufacturer Presentation \_\_\_\_\_ Software - Security Advertisement

# **10Gbps Network Anomaly Detection**

StealthWatch Xe for sFlow®

StealthWatch Xe for sFlow analyzes sFlow records to extend internal security without deploying costly sensors or inline devices throughout enterprise networks, thereby dramatically reducing cost and complexity of deployment and significantly increasing scalability.

Enterprises with switches and routers that support sFlow as a standard feature can simply "turn on" sFlow and direct it toward the StealthWatch Xe appliance, which baselines network traffic to detect and prevent network anomalies. Through its patent-pending Custom Response™ feature, a remediation script capability that commands routers and switches to block malicious traffic at the network edge, the StealthWatch System extends flexible mitigation across the enterprise to enable "Infrastructure IPS" to provide unprecedented levels for controlling network behavior. The resulting combination of rich visualization and advanced behavioral detection functionality in the StealthWatch System enables organizations to more quickly defeat zero-day attacks, worms, policy violations, network misuse and other anomalies.

Overcoming obstacles, such as physical proximity requirements and limited span ports, staff or budget, StealthWatch System 5.1 delivers the following key benefits for enterprises:

- Continuous, cost-effective network monitoring & coverage with sFlow data
- Contextual security awareness and network visibility across the enterprise
- Effective mitigation via "Infrastructure IPS," which leverages existing network infrastructure
- Scalable to 10+ Gbps networks to provide unprecedented protection
- Mixed deployment for greatest flexibility and breadth of coverage

www.Processor.com/Lancope2

Lancope

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#### 

# Control Access to ALL Removable Media Devices and Protect the Integrity of your Network



Priced From \$495

No other software makes managing Removable Media Devices as quick and easy!

You probably have extensive network security measures to protect your organization from external threats but your biggest security risk may be sitting down the hall! Innocently or maliciously, employees and visitors at any workstation can use removable media devices to transfer vast quantities of data quickly and without your knowledge.

USB drives, CDs, digital cameras and MP3 devices are great productivity tools. However, left uncontrolled, these removable media devices make every workstation (and even your entire network) vulnerable to:

- Allowing massive amounts of sensitive data and intellectual property to be removed without company knowledge
- Uploading viruses, spyware and any undesirable or hostile software
- Installing unauthorized software

**DeviceShield™ protects against the Threat from Within.** 



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Once you're ready to buy, turn to our Web site to connect with companies offering the products and services you need.



# **Fax Server Software Addresses Compliance & Spam**



Zetafax network fax server software now does a lot more than simply enabling employees to send and receive faxes from their desktop and laptop PCs.

Zetafax helps meet compliance legislation. **Compliance** remains the No. 1 issue for organizations across many sectors, especially financial services, healthcare, and local government sectors, with regulations such as HIPAA, Sarbanes-Oxley, and the Data Protection Act now in force. Zetafax helps IT managers meet increasing board-level demands for IT departments to support compliance-related targets. For instance, all faxes sent and received with Zetafax can be stored electronically for archive and

retrieval. Sensitive and confidential documents can be kept private by faxing directly from PC to PC, and fax audit trails can be maintained. Zetafax supports compliance requirements, and it also helps IT managers cope with the growing use of fax as a mass marketing tool. The product now includes a **Junk Fax Filter**, providing an effective way of dealing with increasing amounts of fax spam.

"We have taken a hard look at the daily issues facing our customers and developed a new version of Zetafax which goes beyond simply sending and receiving faxes", says Chris Oswald , CEO of Equisys. "Compliance legislation and fax spam are just two key issues which Zetafax 2006 helps to address. Our new fax creation tool means that faxing is now even faster and easier for users which by definition means Zetafax is easier for IT managers to manage."

Improvements for IT managers:

A key new management feature is the **Junk Message Filter**. This allows network administrators to automatically delete junk faxes (or fax spam) or to divert them to a specific folder on a system-wide

A new "Do Not Dial" control allows network administrators to prevent users sending faxes to specific numbers such as premium rate services or selected international destinations. Restrictions can be made by number prefix, area code, or DDI.

The enhanced Server Queue Management feature allows network administrators to control at sever level the priority of faxes that have already been submitted. This means that if nonpriority faxes are holding up more important ones, they can be sent to the back of the queue.

For More Information, Visit www.Processor.com/Equisys



Phone (770) 772-7201

# Manufacturer Presentation \_\_\_\_\_ Software - Security Advertisement

#### **Prevent Data Theft at the Source**



The proliferation of portable storage devices in the workplace puts your network at a greater risk than ever of identity theft, data loss and spyware propagation. DeviceWall® from Centennial Software helps you combat these threats by preventing the use of unauthorized portable storage and wireless devices on the corporate network including:

- USB memory sticks
- iPods and other media players
- PDAs, BlackBerry devices and Smartphones
- USB & Firewire mass storage devices
- CDs, DVDs and floppy disks

DeviceWall enables a central administrator to create and enforce a security policy that determines which employees in the company are able to access different types of devices. Any device type not explicitly permitted is automatically blocked. Security managers can remotely monitor the volume of blocked and allowed device connections on the network - even if they are not logged into the DeviceWall Control Center.

Why your business needs DeviceWall . . .

- Reduce risk of identity theft, data loss and espionage
- · Prevent the spread of spyware, malware and viruses
- · Comply with legal obligations & best practices
- · Reduce legal risks
- · Maintain full business productivity
- · Handle exceptions quickly and easily

DeviceWall can be downloaded for a free 30-day no-obligation trial from

www.Processor.com/DeviceWall

866-355-7455

#### Manufacturer Presentation \_

Software - Imaging & Printing Advertisement





#### **Optical Image Technology Email Manager**

The new version of Optical Image Technology's Email Manager includes several major enhancements that give it much more functionality and more configuration options for administrators than its predecessor.

The program is a powerful email archive system that allows an organization to store important emails in the fully secure DocFinity repository and locate them using one of the many retrieval options available. In the newest release, the program's ability to index emails is not limited to the traditional fields such as date, time, and sender. Any of the email's header information, both custom and standard, can also be used for indexing, allowing users more ways to store and retrieve emails. This enhancement provides more functionality, enabling emails to be associated with other documents based on their content. The system administrator sets the indexing criteria in advance, so emails are automatically indexed behind the scenes.

Additionally, the new Email Manager allows administrators to set up rules regarding which emails are stored and indexed. This enables the system to conserve storage space by rejecting spam and other messages of little or no importance. New features enable the administrator to set up whitelists and blacklists to authorize or reject all emails matching those on the list.

The new Email Manager is written in Java, allowing it to operate on any platform. A single installation of Email Manager can monitor multiple email addresses on multiple mail servers and apply unique indexing for each address. It works with POP3 and IMAP email servers and their secure versions.



www.Processor.com/DocFinity2

(814) 238-0038

Manufacturer Presentation \_

Software - Messaging & Groupware Advertisement

# **GFI MailEssentials: Spam & Phishing Protection**

GFI MailEssentials 12 (antispam software) now protects users from phishing emails by detecting and blocking them before they reach the recipient's mailbox.

Featuring PURBL, a phishing URI realtime blocklist, GFI MailEssentials 12 extracts links from the message body and checks them against a list of well-known phishing sites. GFI MailEssentials 12 also scans typical phishing keywords, which identify and treat the message as spam once found.

The Exchange administrator's daily workload is greatly minimized as the software works at server level, so administrators do not need to install antiphishing software on every desktop. The product

also features server-based Bayesian filtering technology that automatically adapts to each organization's email environment so administrators do not need to intervene.

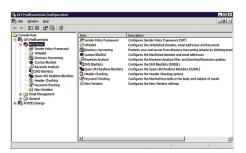
GFI MailEssentials 12 incorporates GFI's investment in developing innovative technologies to reduce the number of legitimate emails blocked in

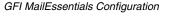


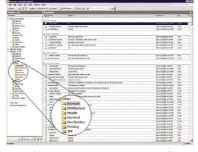
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error. Features such as email header analysis and keyword checking, and sender- and recipient-based whitelists, in addition to Bayesian filtering technology, significantly curb the number of false positives.

David Vella, product manager for GFI MailEssentials, says, "Email phishing scams have already cost companies millions, both in terms of time spent combating the problem and dealing with the effects of the scam. GFI MailEssentials 12 allows business efficiency and security to go hand in hand, allowing companies to use their resources and infrastructure in a far more efficient and costeffective way."







Users can review spam email



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# Security Patch Management Solution Incorporates Windows Firewall Management

FACT #1: Microsoft releases security patches at alarming rate.

FACT #2: According to the FBI and Gartner Group, about 90% of all security breaches occur as a direct result of exploiting known security vulnerabilities that were not patched (Code Red, SQL Slammer, NIMDA, Blaster, and Sasser).

FACT #3: Deploying patches manually is complex and time-consuming and most of the time is not viable.

FACT #4: Security breaches lead to devastating results that affect your business and are very costly in lost data, productivity, and revenue loss.

THE SOLUTION: Automated Network Security Patch Management Tool for IT Professionals of any level: Service Pack Manager.

- Patch vulnerabilities in WinNT/2000/XP/2003, IIS, SQL, Exchange, ISA, Microsoft Office, IE, and other Microsoft products

- Patch Research and Automated Inventory Update
- On-demand and Automated Network Scanning
- On-demand and Scheduled Patch Installation

Service Pack Manager 2000 **Network Security** Patch Management for IT Professionals Gravity Storm Software

Gravity Storm Software's Service Pack Manager (SPM) has been a security patch-management mainstay on Windows networks since Windows NT. New release of Service Pack Manager, v7.1, includes distributed patch management and a useful new Windows Firewall-management feature. At startup, SPM enumerates the workstations and servers on your network and scans the devices for patches and service-pack status. Then you can select a network computer and have SPM produce a detailed list of the patches and service packs that are appropriate for that computer and identify whether they've been downloaded and installed. You can install SPM 7.1 as either a master console or a secondary console. Master console operators can test, approve, and publish patches on intranet Web servers,

whereas secondary console operators are limited to deploying approved patches. Security Patch Management part of SPM is compatible with NT SP4 and later.

SPM 7.1's useful new Windows Firewall manager uses rich but intuitive GUI to control Windows Firewall on the enterprise network. Windows XP Service Pack 2 and Windows 2003 Server SP1 include personal firewall as part of the OS. Service Pack Manager provides significant convenience, visibility, and enhanced reporting and manageability vs. the use of the command-line tools Microsoft provides and doesn't require Active Directory (AD) or Group Policy (GP). It allows setting firewall policies on hundreds and thousands of network machines in minutes. Simply select the systems you want to manage from SPM's top-level network-tree view then click the firewall icon. You can examine and set the firewall policies then apply them to selected machines or groups of machines on your network.

#### You can download a fully functional 2-week trial version from: www.Processor.com/GravityStorm



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Software - Network & Systems Mgmt. Advertisement

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It's a known fact fragmentation cuts directly across the integrity of your systems causing crashes, slowdowns, freeze-ups and even total system failures.

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- NEW! Core enhancements provide faster, more thorough defragmentation

- NEW! Enhanced I/O Smart™ intelligently provides transparent defragmentation ensuring uninterrupted system operation.
  - EXCLUSIVE! "Set It and Forget It" scheduling includes SmartScheduling™ for fully customized and automatic defragmentation based on individual usage patterns.
  - NEW! Enhanced user interface provides easy configuration and scheduling as well as reports on disk health, real-time performance and fragmentation statistics.
- NEW! Native 64-bit operating systems support.

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# Manufacturer Presentation Software - Network & Systems Mgmt. Advertisement

### Wireless LAN Analyzer



AirMagnet Laptop Analyzer 6.0 is the sixth generation of AirMagnet's popular, laptop-based WLAN security and troubleshooting software. The new Laptop Analyzer adds support for Intel® Centrino® technology, eliminating the need for users to buy a separate Wi-Fi card, and includes a remote visibility capability to share realtime network information with distant experts.

AirMagnet has also expanded its compliance reporting feature with a new compliance report to help users meet strict new regulatory requirements for wireless payment transactions. This automated compliance report supports PCI DSS, the Payment Card Industry's Data Security Standard - a set of 12 requirements created by VISA and MasterCard to ensure that cardholder information is kept secure throughout the credit card transaction process. Merchants or service providers who fail to comply with the standard face

financial penalties and may even have their acceptance privileges revoked. AirMagnet already delivers compliance reports for Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley (GLBA) and the DOD8100.2 directive.

AirMagnet Laptop Analyzer 6.0 adds more than a dozen new features in all, including:

- · Direct security alarm notification to email, cell phone and other end-user devices
- Device peer map for enhanced visualization of communicating wireless devices
- Greater monitoring range with external 802.11a/b/g antenna support via the Ubiquity Super Range Card and support for new cards covering Japan 's 12 802.11a channels
- Enhanced decoding support for key Internet protocols such as FTP, SMTP, Telnet, HTTP and POP

Laptop Analyzer 6.0 is priced at \$3,495 in the U.S. and is available now.

To download a free 7-day trial version,

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# Manufacturer Presentation \_\_\_\_\_ Software - Security Advertisement

AIRMAGNET

#### **Oracle COREid Access and Identity**

#### **Identity Administration**

Oracle COREid Identity provides the user and group management, delegated administration, password management and selfservice functions necessary to manage large user populations in complex, realworld environments.

- User, Group, and Organization Management: Dynamically create groups based on user attributes.
- **Delegated Administration:** Unlimited ability to delegate user administration to managers and partners.
- Unified Workflow: Industry-leading workflow to manage user lifecycles
- **User Self-service and Password** Management: Reduce help desk calls via password reset and user self-service.

#### Access Management

Oracle COREid Access provides policybased access control and single sign-on to web applications, Enterprise Java Beans (EJB), and J2EE resources. It supports all leading authentication technologies and authorization methods.

- Web Single Sign-On: Secure access to multiple applications with one password and user ID.
- Flexible Authentication Methods: Oracle COREid supports all popular methods including browser forms, digital certificates, and smart cards.
- **Centralized Policy-Based** Authorization: Centralized policy administration and enforcement reduce cost and operational complexity for IT administrators

#### Integration with existing eBusiness infrastructures

Oracle COREid provides pre-built agents to protect, access, and manage all leading





third-party Web servers, Application servers, Portal servers, LDAP directories, email systems, and relational databases. Oracle COREid Access and Identity also provides seamless integration with Oracle Fusion Applications: Oracle eBusiness Suite, PeopleSoft, JD Edwards and Retek.

#### **Compliance Reporting**

To demonstrate regulatory compliance, corporate auditors often require comprehensive reporting across all security and identity operations. To ease this task, Oracle provides unified and centralized audit reporting for all COREid components, Web applications, and Web Services

- Centralized Auditing and Logging. All operations are stored and correlated in a secure database for reporting and analy-
- Pre-Built Identity and Security Reports. Includes a dozen out-of-the-box reports.
- Global User and Resource Access Reports. See all resources a user can access, and all users who can access a resource.

For More Information: www.Processor.com/Oracle

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#### Are your SAP Customers Really Satisfied?

#### It's difficult to provide quality SAP service.

Are your customers demanding better SAP performance? Is the first indication you have a performance problem usually a customer complaint? If the answers to these questions are yes, you are not alone. SAP is a complex set of applications to manage often stretching beyond the capability of operations.

#### Your Basis Administrator staff is overloaded.

Because of SAP's complexity, your expensive Basis Administrator staff is worn thin with all the routine, repetitive and error prone manual tasks they have to perform. Every issue seems to require an SAP Administrator and there are not enough resources to deploy the new applications and technologies the business is demanding. There is too much work and not enough staff. There has to be a way to radically simplify how we manage SAP service.

#### Let Horizon's Expert-in-a-Box ™ manage your SAP performance.

Horizon for SAP's Expert-in-a-Box will identify and analyze your SAP problems for you, even if your expert staff members are not available. It does this while the problem is occurring, not hours or even days later like the manual processes do. Let the Expert-in-a-Box help you provide the quality service your customers are demanding and free up your Basis Team to focus on other important tasks.



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#### Manufacturer Presentation \_ Software - Database & Data Mining Advertisement

#### ProClarity Analytics 6 enhances SQL Server 2005

ProClarity Analytics 6, version 6.1, supercharges the Microsoft business intelligence (BI) platform, making it easier than ever for IT to create a successful BI solution, and simpler than ever for decision makers to use it.

#### An expanded analytics footprint

- Simplifies the complexity of the UDM Microsoft's new Unified Dimensional Model (UDM) provides enhanced functionality and powerful new capabilities. With these improvements comes complexity. ProClarity 6.1 simplifies the complexity by making it a much more intuitive process by leveraging hierarchy, attribute and measure relationships to create analytic views Context filters help keep analysis focused on pertinent information, and ProClarity's highly visual charts and graphics help users instantly understand key performance indicators (KPIs).
- mproves SQL Server's adaptability ProClarity frees IT from being the sole group responsible for creating and maintaining KPIs. With ProClarity 6.1, any business user can do it.

#### Tight integration with Microsoft Reporting Services 2005

- Simplifies reporting With ProClarity, authors do not have to spend loads of time writing complex MDX
- Links reports to analysis By integrating Reporting Services reports into the ProClarity dashboard, ProClarity enables decision makers to monitor performance and access formatted reports for additional detail.

#### New versatile dashboard

Makes it easier to monitor the information you care about

Any user can easily build, tailor, maintain and update a dashboard using ProClarity's wizard-based interface—without waiting on IT to develop it.



- Enables train-of-thought analysis Instead of needing technical expertise or IT to perform data analysis, users can simply link from any spot on the dashboard into full-screen, guided ad hoc analysis.
- Simplifies deployment and customization Eliminating the need to install analytics software, ProClarity provides easy portal integration through URL addressability and completely thin, zero-footprint clients built on an open .NET architecture. All charts are optimized for Web deployments.

#### **Expanded delivery options**

- · Equips you to more easily produce printed reports
  - With ProClarity Publishing Server, it's simple for end users to create externally consumable publications that integrate ProClarity graphs, grids, and visualizations with commentary and dynamic text. The publications can be fully customized to fit corporate branding guidelines.
- Cuts costs Publication templates are reusable so you don't have to start from scratch each time you need the publication.
- Links scorecards to analytics By adding powerful charts, visualizations, and analysis tools, ProClarity takes your Microsoft scorecard initiative much further, with an easy-to-integrate, zero-footprint scorecard solution.

#### For Evaluation Software: www.Processor.com/ProClarity

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#### Manufacturer Presentation . Software - Storage Advertisement

#### **Continuous Data Protection**

Dropping transactions or losing data translates to lost orders, customers and critical management decisions. TimeData™ software ensures that you avoid these costly pitfalls by ensuring the reliability and integrity of your data, through complete, transparent protection of data from logical and physical corruption.

TimeData provides you with a moment-by-moment view of your data and transactions and allows you to quickly and simply recover from data loss or corruption by "turning back time" to a precise moment before the corruption or loss occurred with a painless point and click. You can meet Recovery Point Objectives that are measured in transaction time, not hours or days.



Improve your productivity by analyzing, reporting and testing offline using real data from any moment in time, without impacting ongoing operations or your production applications. Testing applications, patches, and upgrades using real data is also a great way to minimize planned as well as unplanned downtime.

TimeData makes it possible to avoid costly downtime and leverage your data assets by automatically capturing all changes to data in real time and maintaining an efficient repository of "time-dimensioned" data. Viewing and retrieving data from the TimeData repository is simple and fast, so your Recovery Time Objectives can be minutes, not

TimeData simplifies operations and makes IT more cost-effective and efficient by taking away the drudgery, complexity, and uncertainly associated with traditional data protection. It integrates seamlessly into your standard server, storage, and network environments and leverages existing tape backup infrastructure for long-term and offsite

TimeData ensures business continuity by making up-to-date and historical data readily available at a remote site over standard wide area networks.

#### Download this free white paper:

Protecting Transaction Data: What Every IT Pro Should Know www.Processor.com/TimeSpring

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For Terminal Services / Citrix

2X LoadBalancer

Manufacturer Presentation.

Software - Network & Systems Mgmt. Advertisement

# 2X Makes Terminal Services & Citrix Fault-Tolerant With LoadBalancer v4

2X's LoadBalancer lets you easily implement SSL, resource-based load balancing, and session reconnection for Microsoft Terminal Services or Citrix Metaframe servers.

#### Resource-Based Load Balancing

2X LoadBalancer intelligently distributes the load to the Terminal Server machine with least usage.

#### Reconnects users to disconnected sessions

2X LoadBalancer also checks if a user is running a disconnected session on any of the servers and if so, reconnects them to the right server.

#### **Ensures redundancy** of Terminal Servers

2X LoadBalancer first checks whether the terminal service of a particular server is responding before forwarding a connection to it. This lets you ensure complete redundancy of each Terminal Server.

#### **Enhanced Security using SSL**

When used in SSL Gateway mode, the 2X LoadBalancer provides end-to-end SSL encryption to the Terminal Servers. This not only greatly enhances security but also provides a firewall/proxy-friendly solution with true SSL/HTTPS capabilities.

Pricing starts from as little as \$395 for managing up to two servers, \$775 for four servers, and \$1,750 for unlimited servers. More information and a Free Trial Version of the product are available at www.Processor.com/2X.



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# Manufacturer Presentation \_\_\_\_\_\_ Software - Storage Advertisement

# **QStar Adds Digital Signatures** To Its Data Archive Product Suite



QStar's HSM (Hierarchical Storage Management) has been setting the standard for Storage Management since its introduction. HSM provides the security and accessibility you need for your data on your platform of choice. The following hardware is supported: UDO Drives/Jukeboxes, PDD Drives, Magneto-Optical Drives/Jukeboxes, CD Jukeboxes, DVD Drives/Jukeboxes/Arrays & Tape Drives/Jukeboxes.

HSM now includes functionality to manage the digital signature process. The Digital Signature feature provides a means for a signing authority to secure documents from tampering and version changes, a key to many compliance requirements.

Adding the ability to provide digital signatures to stored data and manage the digital signature process provides another level of information security within the QStar product line to protect customer's data. Digital signatures can be used with any kind of document, whether it has been encrypted or not. The digital certificate contains the digital signature of the certificate-issuing authority so that anyone can verify that the certificate is real, and thus the document is authentic. This is a key component for a number of highly regulated market segments such as Drug Development, Medical, and Life Sciences. The signature is there to ensure that any changes made to the data have been signed and cannot go undetected.

The QStar Digital Signature feature is an optional component supported in software version 4.20.80 and available immediately.

> For More Information, Visit www.Processor.com/QStar



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#### Manufacturer Presentation

#### Software - Mobility Advertisement GoodLink Enterprise Edition - Now Available On Cingular 2125

- Full Outlook®-like functionality Low cost of ownership with Secure Over-The-Air Management Handheld choice with support for Palm OS, Microsoft Windows
- Mobile 5.0 and 2003 handhelds Advanced handheld security with GoodLink Compliance
- Available in English, French, Italian, German and Spanish
   Worldwide coverage with Global Connect

Fleet Management Made Simple (and Less Expensive) Say goodbye to desktop software. In fact, GoodLink can be installed, upgraded, and managed entirely OTA (Over-the-Air) for a lower total cost of ownership. GoodLink also offers the most robust IT management tools, including role-based administration and Web-based visibility to all servers and users, including software version installed, device type, radio status, carrier, etc., through the Good Monitoring Portal.

#### **Good for Enterprises**

- Industry-standard compatibility with multiple handhelds, mobile
- platforms, carriers, and networks, including WiFi.

  Low TCO due to secure OTA software management and zero-
- OTA management of third-party software to deploy and upgrade applications such as virus protection or attachment viewers
   Enterprise-class security with AES encryption and remote erase capability

  Role-based administration for reduced IT administration costs and increased security
- Increased IT efficiency with centralized fleet management and monitoring
- Increased user productivity—handhelds can be wirelessly updated and maintained resulting in superior reliability
- Support for Hosted Exchange allows small-to-medium enterprises (SMEs) to use GoodLink via their hosted Exchange provider

#### Good for Users

- Familiar Outlook-like visual experience on the most popular new Palm, Windows Mobile PocketPC, and Windows Mobile Smartphone handhelds and smartphones
- Cradle-free, true push wireless synchronization between the handheld and the desktop keeps all information—email, calendar, contacts, notes, and tasks—up to date
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# Manufacturer Presentation \_\_\_\_\_ Software - Security Advertisement

# **Streamlined HIPAA Compliance & Secure Application Access**

EpicTide & AEP Networks Join Forces On Solution

In recent years, healthcare providers have streamlined processes by offering their partners secure access to sensitive applications. Now, healthcare providers want to streamline existing processes for HIPAA privacy audits involving those applications. AEP and EpicTide have addressed these needs by integrating AEP's remote access solution with EpicTide's auditing and log centralization solution. For the first time, healthcare organizations can create a comprehensive forensic audit trail across all of their applications and systems, including their VPN. The combined solution also enables organizations to produce analytics such as detailed trending on application access and security-related events.

EpicTide (www.Processor.com/EpicTide) is a leader in software solutions that help organizations increase their security responsiveness, automate compliance and reduce associated costs. AEP Networks (www.Processor.com/AEP), the specialist in network and application access security, delivers infrastructure security solutions that are easy to use and manage while offering exceptional value and mission-critical reliability. The company provides a full range of solutions, including identity-based application security gateways, highly secure VPNs, SSL VPNs and cryptographic key management products, to meet the most demanding requirements of public-sector and commercial customers around the world.

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# AdventNet Provides Free Edition of Industry-Leading Web NMS framework for Development of EMS / NMS Applications

Web NMS Express Edition is a free-for-development version of the industry-leading EMS/NMS framework. Technical support and runtime deployment licenses can be purchased when required. The Express Edition supports FCPS functionality and comes bundled with the Struts-based Web client. The Struts framework enables quicker development and deployment of Element/ Network Management Applications (EMS/NMS). With this initiative, AdventNet has made its Web NMS technology more economical for EMS/NMS development.

Over 350 development teams across the globe have evaluated and selected AdventNet Web NMS as the basis for their custom OEM software development for Element / Network Management Applications (EMS/NMS). With worldwide adoption of Web NMS in the OEM and service provider space, the new Express Edition will serve clients looking for a quicker development of an SNMP/ CLI - based management solution with FCPS functionalities.

"The Express Edition helps customers reduce their upfront development cost and only pay when they deploy their applications, unless they require technical support during the development phase. This is a good option for customers considering in-house development," said Prabhu R., Product Manager for Web NMS, AdventNet.

AdventNet provides affordable software in the areas of network applications and database tools. With a broad product portfolio and an active customer base including enterprises, equipment vendors and service providers, AdventNet has emerged as a very affordable and high-quality alternative to expensive software that is common in the industry. AdventNet is headquartered in Pleasanton, CA with offices in NJ, NH, India, UK, China and Japan. It has a well-trained partner base around the globe and thousands of customers worldwide.

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#### Manufacturer Presentation \_\_\_

Software - Network & Systems Mgmt. Advertisement

# nLayers InSight™ 4.5

The industry's only hybrid passive/active discovery solution

nLayers InSight is the easiest, most comprehensive solution for discovering, understanding and mapping the complex relationships between applications and technology infrastructure.

Applications, services and servers in nLayers Application Behavioral Model nLayers is the only discovery vendor that offers instant, passive discovery for immediate, end-to-end real-time visibility and the flexibility to selectively "drill down" and compile more detailed configuration information on specific servers or services. As part of the discovery process, nLayers InSight builds a detailed, time-based Application Behavioral Model<sup>TM</sup> (ABM<sup>TM</sup>) of how and when the components interact with each other, and the transactions processed in each interaction.

nLayers' unique agentless top-down auto-discovery process maintains a real-time, interactive "living" model of the entire application infrastructure at a fraction of the time and cost of manual methods or other intrusive discovery methods. Discovering entities at a rate of 500 per minute, nLayers InSight builds an interactive application map and behavior model in a few hours. The application behavior model is then continuously updated with interdependencies, configuration and usage changes, and all the information is maintained in an open, federated configuration management database (FCMDB).

Using the optional Active Discovery module, customers may selectively choose the key servers or services essential to their business (such as specific application or database servers of business critical processes), to gather detailed configuration item (CI) information using a combination of methods, including SNMP, SSH, Telnet and WMI.

nLayers InSight is different from other discovery solutions in that it continuously monitors application usage and demand, allowing organizations to dramatically reduce operational costs and accelerate today's highest-priority IT initiatives. nLayers InSight offers real-time visibility without installing software on any system or adding traffic to the network.

For More Information: Call: (408) 467-0800 Visit: www.Processor.com/nLayers



nLayers 5300 Stevens Creek Blvd. Suite 600 San Jose, CA 9529

#### 

#### Sales Anywhere from Sybase Subsidiary iAnywhere

Sales Anywhere is a customizable, packaged mobile software application that enables users of Siebel, PeopleSoft, SalesLogix, SAP, Dendrite, and other SFA systems to get mobile access to their contacts, call reports, forecasts, and more on their handhelds. Sales professionals can access time-critical information not only from these systems, but also from a variety of other sources, including inventory information from ERP systems and product and pricing information from corporate intranets.

#### Sales Anywhere features include:

- Mobilizes all key sales & corporate resources
- Fast on-device performance
- Handheld-optimized
- Broad Platform Support
- Rapid Deployment & Low TCO
- Always-available access

Sales Anywhere for Salesforce.com provides anywhere, anytime access to Salesforce on Windows Mobile and Palm OS devices, with or without a wireless connection. Whether at a customer site or in an airplane, industry-leading ease of use and robust synchronization ensure that sales professionals always have quick and reliable access to Salesforce to maximize field productivity and effectiveness. Productivity features include advanced search and initiating email and phone calls from within Sales Anywhere. Sales Anywhere is simple and cost effective to deploy and maintain. No administrative setup is necessary; users simply install Sales Anywhere and instantly have access to their Salesforce data.

For More Information: www.Processor.com/iAnywhere3

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### **Database & Data Mining**

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ProClarity Analytics 6, version 6.1, supercharges the Microsoft business intelligence (BI) platform, making it easier than ever for IT to create a successful BI solution, and simpler than ever for decision makers to use it.

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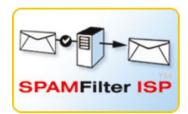
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#### **Antispam**

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With SPAM Filter ISP, you can block spam & viruses before they reach your mail server. SPAM Filter ISP is configured to be your spam filter gateway and handles all incoming emails going to the servers listed for your MX records. SPAM Filter ISP can be configured to listen on a specific IP, multiple IPs, or all IPs bound to the NIC card.

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Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers antispam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions



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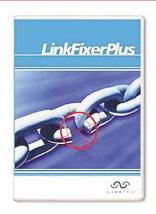
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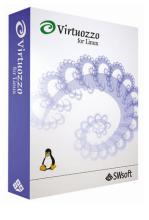
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> **Internet Monitoring** Solution

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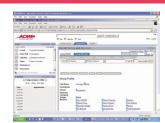
The SafeBoot® suite of mobile data security solutions protects data, devices & networks against company data leakage associated with loss, theft & unauthorized access. SafeBoot offers powerful encryption & strong access control technologies that scale in size, integrate with existing network infrastructure & are transparent to the end user. SafeBoot's centralized management capabilities provide enterprises with operational efficiency.



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#### **New MT3 Series! Vertical PDUs Ranging** From 5,000 to 8,600 Watts

- Designed for standard and blade servers
- 30A/208V, 20A/3 Phase, 30A/3 Phase options
- NEMA and/or IEC outlets
- Optional metering or remote monitoring (RS232)
- Connect to traditional console port switches
- UL60950-1 compliant (UL489 breakers)



Phone: (978) 928-1488

#### **Power Protection**

www.Processor.com/Pulizzi5



#### **TPC 2104 Series**

• 0U or 1U mounted

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- 110-125V or 200-240V 20A input 16A output
- (16) IEC60320 C13 outlets
- IEC60320 C20 power inlet
- EMI/RFI filtering, surge suppression
- Over-current protection



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**Power Protection** 



#### 8 Receptacle Power Control / Monitoring w/Trans Switch

- Current, Voltage, Power, and Temp Monitoring
- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10, 20, 30A Models
- Turn On, Off, or Reboot any or All Receptacles



5239 Avenue A Long Beach, MS 39560 Phone: (800) 523-2702 Fax: (228) 563-7335

#### **Power Protection**

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- Provide redundant power to single-power supply servers
- Auto-switches to a secondary power source if the primary becomes unavailable
- Universal voltage: 120V or 208-240V
- · Primary select switch to designate the primary & secondary power feeds
- · LED lights indicate which power source is in use



1040 Sandhill Road Reno, NV 89511 Phone: (775) 284-2000 Fax: (775) 284-2065

# **Power Protection**

www.Processor.com/Pulizzi7



#### T 2235 Series

- 0U or 1U mounted
- · Dual input, auto-switching between sources (primary and secondary)
- Transfer time of 30 ms max
- Brown-out monitoring and "Out of Phase" transfer capability
- IEC and North American versions available



3200 S Susan Street Phone: (877) PULIZZI (785-4994) Santa Ana, CA 92704-6839 Fax: (605) 334-4999

#### **Racks & Cabinets**

www.Processor.com/Hergo2



#### 19" Enclosure Cabinet

- 42 U x 36" Deep • 4 Mounting Rails
- Front and Rear Lockable
- Doors, choice of Solid, Tempered Glass or Perforated
- 2 Removable and Lockable Side Panels

On Sale and ready to go!

4 Dual Wheels



56-01 55th Avenue Maspeth, NY 11378 Phone: (888) 222-7270 Fax: (888) 410-0671 Manufacturer Presentation.

Physical - Power Distribution Advertisement

#### **Power-over-Ethernet Solutions**



#### Midspan Power-over-Ethernet Controller

ADC's Midspan Power-over-Ethernet Controllers provide a flexible way to power IP devices over a local area network. The IEEE 302.3af-compliant midspan controllers reliably power VoIP telephones, Wi-Fi access points, security cameras, and other IP devices. ADC's midspan controllers eliminate the need to upgrade expensive Ethernet switches or install local power at the device, saving time and money. Delivering up to 15.4 watts of power per port, ADC's midspan controllers support a broad variety of Power-Over-Ethernet-enabled devices by detecting device presence and transmitting appropriate power according to IEEE 802.af or legacy inline powering standards.

#### **Product Features**

- Dual compatibility with IEEE 802.3af and earlier devices
- Detects device presence and transmits appropriate power, achieving dual compliance to IEEE 802.af and Cisco's legacy inline powering standards
- Delivers up to 15.4 watts of power on all ports
- 24-, 16-, 8- and 4-port platforms available to support diverse applications

#### www.Processor.com/ADC2

13625 Technology Drive Eden Prairie, MN 55344 Phone: (952) 938-8080 Fax: (952) 917-1717



#### Manufacturer Presentation. Physical - Cabling Advertisement

#### **Future-Proof Your Platform with AFL's Media Converter**



AFL Telecommunications' new FNT3012 Media Converter offers the perfect complement to the 24-port Ethernet Concentrator. A single-fiber customer premise device, the FNT3012 offers full-duplex 100Mb capability over a single fiber, streamlining fiber counts, fiber management, and installation costs. Additionally, the technology of the FNT3012 offers the management and future proofing expected of a carrier platform at price points that compete against today's LAN solutions.

The features of the media converter include a robust optical loss budget, loop back test function, TTC TS-1000 management teatures, auto-negotiation, integrated fiber management, SNMP traps, and a desktop or wall mount design.

Physical Specifications:

4.13 inches (W105mm) x 5.12 inches (D130mm) x 1.38inches (H35mm) Weight: Max 0.66 lbs (0.3 kg)

Port Specifications:

Wavelength: 1310 tx / 1550 rx Optical Loss Budget: 0 to 16 dB Fiber: Standard Singlemode

Connector: Standard SC (non-angled)

Interface Specifications:

- 10/100BASE-TX, TTC TS-1000Class-S
- 100BASE-FX

www.Processor.com/AFL



170 Ridgeview Circle Phone: (800) 235-3423

Duncan, SC 29334 Fax: (864) 433-0333

# 

#### **New Tools For On-Demand Fiber Cable Management**

The ADC FiberGuide™ product family now includes RiserGuide, a riser guidance system designed to provide cable management where you need it, when you need it, because cable management requirements change with network requirements.



RiserGuide is flexible, modular and easy to both install and remove, allowing for on-demand cable management and full network optimization.

Call ADC for pricing Information

#### **Benefits**

- Provides flexible, "on-demand" cable management
- Manages patch cords of active equipment up to FiberGuide™
- Protects proper bend radius
- Easy to configure with simple, Snap-Fit™, tool-free installation
- Designed to meet GR-63 requirements
- Supported by ADC's cable management expertise
- Provides a cable management solution that extends beyond the "out of the box" solutions that are currently available

#### **Features**

- Multiple standard width risers
- Various components that can be installed anywhere on the rise, including storage spools, radius limiters and cable guides
- · Mountable within and between racks and in cabinets
- · Half and full slack storage spools available
- · Breakout cable slack storage

#### www.Processor.com/ADC

13625 Technology Drive Eden Prairie, MN 55344 Phone: (952) 938-8080 Fax: (952) 917-1717



#### Manufacturer Presentation **\_**

Physical - Racks & Furniture Advertisement

#### CPI's TeraFrame™ Cabinet System: Infinite Configurability Without Infinite Waiting

Chatsworth Product Inc.'s new TeraFrame Cabinet System is infinitely configurable and can be personalized to meet specific data center needs, arriving ready to install in five days\*. Available in three different widths (600, 700 and 800 mm), 12 heights and 17 depths, choose from 612 standard sizes to configure a customized solution.

Designed to solve thermal issues in the data center and lessen the need for expensive cooling equipment, the TeraFrame Cabinet offers advanced thermal control with no single point of failure, thus delivering a Tier 4 solution for high-density applications and protecting expensive computer equipment. Choose from a variety of options and accessories to achieve maximum cooling.



CPI's Snap-In Filler Panels block airflow through open rackmount space, keeping hot air in the rear of the cabinet. You can secure filler panels to the square-punched equipment mounting rails of the TeraFrame by snapping them into place, eliminating the possibility of misplacing hardware. When used together with the Air Dam Kit, airflow is blocked around the top, bottom and sides, directing cool air to equipment.

Select from up to 612 sizes to create a custom cabinet that arrives ready to install in only five days. CPI's TeraFrame Cabinet System gives you the ability to personalize cabinets by configuring the options and accessories that work best for your data center without the long lead times associated with customized products. Designed specifically to solve thermal issues in your data center and lessen the need for expensive cooling equipment, the TeraFrame offers new patent-pending thermal control with no single point of failure. TeraFrame cable management keeps network and power cables separate, controls power cord slack and

Chatsworth Products Inc. (CPI) is a leading manufacturer of systems designed to organize, store and secure IT infrastructure equipment.



For More Information: www.Processor.com/Chatsworth

supports multiple power strips or PDUs for full power redundancy.

(800) 834-4969

. Manufacturer Presentation **\_** Physical - Power Management Advertisement

# **High-Density Rackmount Power Distribution**

Designed for high-density, mission-critical server applications, the MT3 Series provides maximum power for both standard and blade servers. Employing multiple configurations, the Easy-Read™ digital ammeter, rPower™ RS232 remote power management and clearly labeled circuits, MT3 assures easy management and monitoring for current requirements and future expansion.

Viewed as one of the largest product portfolios ever released in North America, the MT3 Series is composed of more than 200 products that can be configured to power both standard and blade servers.

"Shipments of the first MT3 units represent a significant step forward for Aphel and our customers," says Kevin Macomber, vice president of business development. "Since its development, we have seen huge interest, particularly from our customers who face difficulties powering their highdensity servers."



MT3 Series

MT3 provides total power ranging from 5,000 to 8,600 Watts, as well as optional metering or remote monitoring (RS232) capability. It uses the patent-pending rPower<sup>™</sup>, and users can read the high-resolution color display from as far as 12 feet or through the enclosure door perforation. rPower™ improves installation flexibility as it can be connected to traditional console port switches. Because of its capability to support so many servers, MT3 greatly simplifies and reduces the cost of rackmount power management.

For More Information, Visit www.Processor.com/Aphel2



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#### **Racks & Cabinets**

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4 Post 19" Relay Rack User adjustable design accomodates equipment from 24" to 36.5" Deep.

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- 4 Gliders
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#### **Racks & Cabinets**

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Pro Series II Vertical Racks



- Fully adjustable rack rails
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- panels w/optional lock Open top & bottom w/19-
- inch EIA mounting • Custom vented side panels
- NEMA conduit knock-out stop and bottom
- Tapped rack rails—front and rear
- Vented top panel (optional)
- 10-inch fan (optional)
- 7-inch wide wiring spacer (optional)



10901 Hampshire Ave S Minneapolis, MN 55438 Phone: (800) 447-2257 Fax: (952) 944-1546

#### **Racks & Cabinets**

www.Processor.com/i-Tech2



**Server Rack Cabinet** 

New Generation of 19"

- 42U x 42" deep
- Fully perforated front door
- and rear split door • Perforated roof top and 8 cutouts for cable entry
- All Doors/Sides lock!!!
- Guaranteed compatibility w/Dell, HP, SUN & IBM
- Static load rating 2200 lbs
- Unit Markings (front & rear)
- Also includes 4 mounting rails, 4 dual casters & feet
- · Super Sales and ready to ship today!!!



\$989

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#### **Racks & Cabinets**

www.Processor.com/ISC3



The Secure Laptop/ Notebook Cabinet (SLNC) fully powered cabinet is designed to house up to 18 laptops/notebooks with internal power bars for charging. The unit even has a network capability for Internet updates while secured. These cabinets come with a two-piece all-steel tambour door, a lock with two keys, and a power bar for keeping each laptop fully charged. For More Information, Visit: www.Processor.com/ISC3

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# Application Networking www.Processor.com/Procera2



The ONLY Converged Platform (CP) that Delivers Scalable, Secure End to End Remote Access, User Authorization, Two-Factor Authentication and Automated Network-Based Bandwidth Shaping and Provisioning in a Tightly Integrated, Easy to Manage Appliance.

Assess, Authenticate, Authorize, Access, Audit and Abolish.



100 Cooper Court Los Gatos, CA 95032 Phone: (877) 776-2372 Fax: (408) 354-7211 Manufacturer Presentation Physical - Power Protection Advertisement

# SmartOnline 3000VA 3U **Rackmount UPS System**



#### **Key Points**

- 3000VA / 3.0 kVA high power density, online, double-conversion, extended-run 3U rack / tower UPS - with large internal battery set for longer standard runtime for critical server, network and telecommunications equipment
- Uninterruptible Power Supply (UPS) actively converts raw incoming AC power to DC, then reconverts output back to completely regulated, filtered AC output
- Maintains sine-wave 110/120V +/-2% output during overvoltages to 138 and brownouts as low as 65V (50/60Hz auto-sensing)
- Zero transfer time between AC and battery operation
- Simultaneous use communications via HID-compliant USB port, serial port, SNMP/Web card slot and EPO interface
- Fault-tolerant auto-bypass mode, current monitoring and switched PDU control via two switchable output load banks
- Network-grade AC surge and noise suppression
- Includes PowerAlert monitoring software and complete cabling
- 2-year product warranty / \$250,000 Ultimate Lifetime Insurance (USA & Canada
- Estimated Retail Pricing: \$1,599

#### www.Processor.com/TrippLite6

1111 W. 35th Street Chicago, IL 60609 Phone: (773) 869-1234 Fax: (773) 869-1329

#### **AVR Series Line Interactive UPS System**



#### **Key Points**

- 550VA ultra-compact line-interactive UPS
- Maintains 120V nominal output over an input range of 83 to 147V
- Line-interactive UPS offers complete protection for PCs, workstations and other sensitive electronics in an attractive ultra-compact, mountable housing
- Prevents data loss and system downtime by providing battery-supported AC output during blackouts and Automatic Voltage Regulation (AVR) during brownouts and overvoltages
- 550VA / 300 watt power handling ability supports entry-level PCs for up to 17 minutes during power failures
- 8 output receptacles, two of which are widely spaced to accommodate large transformer plugs without blocking outlets
- 4 outlets with full battery support and surge suppression to protect computers, monitors and other vital system components from loss of power
- 4 additional outlets with surge suppression-only are ideal for printers and other accessories not requiring battery support
- Single line telephone suppression jacks protect modem, fax machine, cordless phone or other peripherals with a standard dial-up or DSL phone line connection
- USB port with PowerAlert monitoring software and cabling enables safe unattended system shutdown in the case of extended power failure.
- HID compliant USB interface enables full integration with built-in power management and auto shutdown features of Windows, Mac OS X and Linux.
- 2 year product warranty / \$100,000 Ultimate Lifetime Insurance (USA, Puerto Rico & Canada only)





#### Manufacturer Presentation.

Physical - Cabling Advertisement

#### **TAP into your Network**

Two-Channel Optical nTAP

10/100/1000 Copper nTAP





Only TAPs can ensure a complete copy of data from full-duplex links at line rate for monitoring devices. Without TAPs, monitoring devices may be fed incomplete and misleading information, creating false positives and overlooking network problems that actually do exist.

TAPs are a superior alternative to the commonly used SPAN sessions. Unlike SPAN sessions, TAPs guarantee complete data transfer to a monitoring device for accurate analysis. A SPAN session could provide an inaccurate picture of the network because it can only transfer 1000Mbps at a time to a monitoring device If utilization on a full-duplex link (which can hold up to 2000Mbps) exceeds 1000Mbps, packets are dropped. TAPs never drop packets regardless of network conditions. TAPs reveal all data, including errors, to the monitoring device for complete analysis.

#### nTAP Advantages:

- Complete visibility into full-duplex links, regardless of traffic levels
- · Access all network traffic, including errors found in the physical layer
- Supports redundant failover links on the network
- Cannot be the target of a hack or virus attack
- Will not interfere with the network
- Economical to install

Network Instruments delivers a complete line of *n*TAPs for copper and optical networks at competitive prices, including the 10/100/1000 Copper *n*TAP (\$795) and the recently released Two-Channel Optical nTAP (\$575). The company also guarantees overnight delivery in the United States on Web orders over \$295 confirmed before 12 p.m. Central Time. For more information please call 1-877-BUY-nTAP.

www.processor.com/nTAP



#### **Protection For Transportation Of Hard Drives**



Perm-A-Store now provides Turtle Cases for popular Hard Drive configurations

- Enclosed external drives for PC applications
- Hot-swappable drives (with/without tray) for Server applications

As hard drives become more portable, users are looking for safe and efficient ways to transport and store drives with live data. These specialized cases are made of high-density polyethylene, a rugged, lightweight material that provides excellent impact protection. All Turtle cases are available with optional brass padlocks, which may be keyed alike at no extra cost.

These new Turtle hard drive cases are available in several configurations:

- One or two precut slot(s), manufactured to the exact dimensions of the unit to be transported
- Customizable configuration for one or two drives employs pluckable dense foam cubes that can be removed to securely fit drives of various sizes.
- The configuration shown on the right of the photo above is 10 drives placed in precut foam slots in a rugged, two-handle case with 6 butterfly latches.

Turtle cases were introduced in 1988 and have become the media transport standard because they deliver protection against impact, debris and temperature and humidity extremes.

Turtle Cases are also available for all tape formats (LTO, DLT/SDLT, 3590, 3592, 9840/9940, 8mm, AIT, VXA 4mm as well as CD/DVD and optical media). Various capacities and colors by format.

Turtle brand transport and storage cases are recommended by media manufacturers Imation, IBM and Sun/StorageTek because they provide specialized protection for data media.

Perm-A-Store 6325 Sandburg Road 763.230.3911 Worldwide 800.366.7535 USA



10701 Red Circle Drive Minnetonka, MN 55343-9136 Phone: (952) 358-3800 Fax: (952) 358-3801

# **Remote Power Management**

RS232 Enabled Meter

Aphel's rPOWER™ Remote Power Management for data center and IT applications features an eight-channel, auto-scrolling capability. The rPower RS232-enabled meter provides remote monitoring for 20 – 60 Amp (125 / 208 Volt) rackmount enclosure power solutions.

"We are very excited to start shipments of our first rPower units," says Kevin Macomber, vice president of business development. "Since its

development, we have seen huge interest in this technology set, particularly from our customers who manage missioncritical facilities."



Unlike traditional ammeters that require the user to be in close proximity,

rPower™

rPower has an impressive high-resolution color display that can be viewed from as far away as 12 feet or through the enclosure door perforation. Aside from the ammeter, the device connects to traditional console port switches and can be managed simultaneously with other RS232-based devices. rPower represents a major advancement in power monitoring as it greatly simplifies and reduces the cost of power management.

For More Information, Visit www.Processor.com/Aphel



Phone (978) 928-1488

Connect your world

# Secure, Fully Powered Notebook Cabinet

Holds Up To 18 Notebook Computers

The Secure Laptop/Notebook Cabinet (SLNC) fully powered cabinet is designed to house up to 18 laptops/notebooks with internal power bars for charging. This new secure cabinet protects your laptop as well as your information.

With laptop theft on the rise all across the country, this unique innovation secures laptops and keeps them fully powered by charging them when in the cabinet. The unit even has a network capability for Internet updates while secured.



Secure Laptop/Notebook Cabinet

These cabinets come with a two-piece all-steel tambour door, a lock with two keys, and a power bar for keeping each laptop fully charged. For extra protection, a security locking bar can be added that will accept a padlock.

Each private drawer has two private compartments with separate lock numbers and keys as well as its own power outlet with room for the power pack and other accessories. Bin drawers are also available for storing laptop bags and spare parts.

Universities, hospitals, government agencies, police departments, classrooms, and any number of institutions with employees or students that check out laptops for use during the day now have a secure environment to store the equipment when not in use. Better yet, it will fully recharge the unit and even update information, if so configured by the customer.

Visit www.Processor.com/ISC3 For More Information!



Phone: (800) 458-6255

\_Manufacturer Presentation \_\_\_\_\_\_
Physical - Racks & Furniture Advertisement

# New DuraRak Server Enclosures Take The Pain Out Of Managing Servers

"Convenience Edge" package simplifies the IT Manager's job of organizing and managing network equipment

Each DuraRak comes equipped with a unique "Convenience Edge" package with valuable features that enhance usability. The "Convenience Edge" package includes:

Integrated Cable Management System

Allows cables to be easily routed within the enclosure through one of five access points.

Split Rear Door

Allows easy access to equipment while minimizing space requirements behind the enclosure.

Worry-Free Compatibility

DuraRak is designed to be compatible with equipment from leading vendors including IBM, Dell & HP



For adaptability, DuraRak offers models with optional side panels that allow multiple units to be joined together, making server rooms easily expandable. Additionally, DuraRak offers clearly numbered rails to make the planning and installation of network equipment effortless. The quick release, perforated mesh doors improve equipment reliability by maximizing passive airflow.

"DuraRak is ready for the next generation of rackmount and blade servers," notes Robert Brookes, senior product manager at StarTech.com. "Servers are running hotter and require larger depths, so customers will be ready for the future with DuraRak's great passive cooling and available 42" depth."

The DuraRak line offers a large selection of server rack enclosures in a range of sizes and styles including open and closed rack- and wall-mount units. DuraRak is ideal for data centers, industrial control centers, telecommunications closets, A/V control centers or any situation where network equipment needs to be organized and secure. Additionally, most DuraRak units ship fully assembled, greatly reducing installation time.

Please visit www.Processor.com/StarTech for more information



1-800-265-1844

Manufacturer Presentation.

Communications - Network & Systems Advertisement

#### Agilent Technologies FrameScope Pro handheld Ethernet-performance analyzer accelerates VoIP service tune-up and troubleshooting

Tester reduces time-to-resolution in VoIP service troubleshooting, provides unambiguous service level verification, documentation

Agilent Technologies' VoIP test kit for the N2620A FrameScope Pro handheld Ethernet performance analyzer is the most compact Gigabit Ethernet troubleshooting and RFC 2544 network performance benchmarking tool in its class. Capable of generating traffic up to full Gigabit line rate and equipped with optical and electrical ports, it provides end-to-end Ethernet testing across the entire network infrastructure needed for the provisioning of triple-play services.

The new VoIP testing capability helps network installers and service providers quickly and more efficiently deploy voice services to Ethernet-based networks. Network qualification that goes beyond bandwidth measurement ensures a smoother transition to VoIP, and FrameScope Pro provides the visibility of those network conditions that directly affect the voice quality.

Benefits of FrameScope VoIP include:

- Unique Autotest feature for both troubleshooting and network prequalification, which delivers detailed test results with minimum configuration effort.
- Upgradeability to VoIP testing for existing FrameScope Pro analyzers, which protects customer investments.
- Predefined performance test suites, which allow operators to run tests easily by pressing a single button.
- Remote control via any Web browser, allowing for central troubleshooting, monitoring and reporting, which eliminates costly dispatches.
- Support for PPPoE (Point-to-Point Protocol over Ethernet), which accommodates dial-in configurations.
- Active and passive Autodiscovery, which help to automatically identify network resources and rogue stations.



The Agilent N2620A FrameScope Pro VoIP is available now starting at \$6,300



For More Information www.Processor.com/Agilent (970) 679-5397

#### Manufacturer Presentation

Communications - Application Networking Advertisement

# OptimANA™ CP3604 powered by PortWise

The <u>ONLY</u> Converged Platform (CP) that Delivers Scalable, Secure End to End Remote Access, User Authorization, Two-Factor Authentication and Automated Network-Based Bandwidth Shaping and Provisioning in a Tightly Integrated, Easy to Manage Appliance.

The OptimANA CP3604 is powered by PortWise's flagship product, PortWise 4.0, a comprehensive software platform offering that addresses the six 'A's so critical to ensuring secure remote application access:

# Assess, Authenticate, Authorize, Access, Audit and Abolish.

Procera's OptimANA CP3604 provides new levels of secure remote access management coupled with two-factor based authentication that meets the Federal Financial Institutions Examination Council (FFIEC), a group that sets standards for banks, a new directive to increase identity security for online banking. Because the FFIEC believes that single-factor authentication (the use of name and password) is not inadequate to protect users against recent Internet scams such as phishing, pharming and remote access Trojan (RAT) attacks, all U.S. online banks have been issued a highly suggestive mandate to implement two-factor authentication for all online banking by the end of 2006.

The CP3604 integrated security appliance combines the functionality of multiple point products (SSL VPN Access, 2 Factor-Authentication, User Authorization,





Intelligent bandwidth management and provisioning) and offers a significant performance and scalability advantage of up to 300% over access-only SSL VPN products at a comparable price. It also enables significant reductions in administration complexity and ongoing management cost through the systems integrated software.

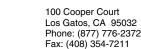
#### **KEY DIFFERENTIATORS**

- Combines Functionality of 4 Different Point Products
- Pricing Competitive with SSL VPN Access Only Products
- Significant Cost and Maintenance Reductions
- Increased Performance and Scalability

#### **BENEFITS**

- Unified management
- Wire-Speed performance
- LDAP policy integration
- High availability
- RADIUS authentication support
- Spoofing prevention
- ARP poison prevention
- Block Instant Messengers
- Control Peer-to-Peer applications
- Manage abnormal SSL connections
- Unlimited nodes

www.Processor.com/Procera2



#### Manufacturer Presentation \_

Communications - Content Networking Advertisement

#### New Enterprise Manager from F5 Delivers Comprehensive Solution for Managing and Maintaining BIG-IP® Devices

Provides a complete toolset for centralized maintenance, management and operation; Appliance increases productivity and reduces costs and complexity.



F5 Networks, Inc.'s Enterprise Manager is a new appliance designed to save customers time and resources with a comprehensive set of tools for maintaining, managing and operating F5 BIG-IP® version 9 Application Delivery Networking devices. Enterprise Manager's easy-to-use centralized management interface includes features that automate common tasks to accelerate deployment and reduce the total cost of ownership. The product features tools for centralized software management, device inventory and control, centralized configuration backup and restore, and centralized SSL certificate management, with all features utilizing a secure iControl connection to the devices.

Enterprise Manager on the TMOS platform offers customers distinct advantages. It provides a coordinated and efficient management strategy that is centrally controlled, while the processing and workload is distributed. Enterprise Manager gives customers clear visibility into their application delivery network configuration and includes powerful features that accelerate a network manager's ability to perform daily, weekly or monthly tasks. Highlights of Enterprise Manager include:

**BIG-IP Centralized Software Management** 

BIG-IP Centralized Configuration Backup & Restorability

BIG-IP Centralized SSL Certificate Repository



Visit - http://www.Processor.com/F5

F5 Enterprise Manager 500 is available immediately. For more information on Enterprise Manager, 401 Elliott Ave West • Seattle, WA 98119 • Phone: (866) 543-9373

#### Manufacturer Presentation

Communications - Video Advertisement

# Polycom's New Instructor RP Videoconferencing And Interactive Whiteboard Solution

Polycom's Instructor RP integrates Polycom's market-leading VSX™ group videoconferencing and collaboration system with an interactive whiteboard solution. Specifically designed to provide superior videoconferencing combined with instructional tools, Polycom's Instructor RP allows customers to use a system that integrates videoconferencing with an electronic whiteboard in a seamless and natural environment—all without the use of a PC.

The interactive learning solution is a high-quality conferencing and instructional learning tool for all educational environments, corporate training, and custom meeting environments. Because the new Instructor RP does not rely on a PC to function, teaching and learning is as easy as talking and picking up a pen to write. In addition, trainers also have the ability to use the interactive whiteboard as their display device and by using a pen, annotate over content, curriculum, or live video sources.

#### Key benefits of the Polycom Instructor RP:



- Ability to use touch control to operate the VSX user interface directly on-screen
- Camera touch control directly on screen
- No PC required for operation
- Simultaneous display of conference participants and data (People+Content™)
- Class annotation over various sources, including motion video and data applications
- An integrated interactive videoconferencing solution
- Camera touch control directly on screen
- A self-contained cabinet/projection unit driven by a easy-to-use VSX user interface without the requirements of a PC
- Automatic transmission of People + Content

For More Information on the Polycom Instructor RP: www.Processor.com/Polycom or (800) 765-9266 (POLYCOM)



#### Manufacturer Presentation

Communications - Security Advertisement

#### **Extreme Networks' CLEAR-Flow Network-wide Security**

Organizations are relying upon their network to deliver all information and communications, and due to the wide-ranging types of attacks, security is now as important as bandwidth. Until now, because of limits to security technology, IT managers have had to make choices, deciding which links are the most crucial to protect, opposed to securing the entire network.

A better answer has been delivered with Extreme Networks' network-wide security solution, which incorporates the advanced CLEAR-Flow security rules engine and its Virtual Security Resource (VSR) to scan all traffic, even across 10 Gigabit links, and brings mitigation time for day-zero threats (attacks with no signature or published behavior pattern) down to seconds. It is the first truly scalable and dynamic response solution to monitor, detect, contain and mitigate attacks instantaneously. CLEAR-Flow examines all traffic flows from within the core switch and can immediately take action on suspicious traffic that it encounters or can act to hand off the traffic to a separate appliance, Extreme's VSR, to perform additional scrutiny.

Extreme Networks' Sentriant VSR appliance provides threat analysis and mitigation using behavior-based detection rather than signatures. The Sentriant is not an inline device, it creates no performance impact on the network and doesn't jeopardize network availability even when day-zero threats are masked under DoS attacks.

The combination of Extreme Networks' CLEAR-Flow and the Sentriant VSR appliance takes a crucial step beyond just measuring traffic or sounding alarms—it delivers automated enforcement, containment and mitigation capabilities throughout the network. This reduces the time for day-zero threat mitigation from days or hours, down to just seconds

Now, network managers can implement security at the network level using the core switch as the centerpiece for threat monitoring and automated response instead of placing multiple security appliances to protect each link on the network.

Extreme Networks reduces the mitigation time for first order network attacks with integrated behavioral analysis on the switch performing at Layers 2/3. CLEAR-Flow and the Sentriant VSR appliance provide a rapid and automated response against attacks while working at the network level instead of a device level. This extends protection throughout the network and minimal impact upon network performance or the overall cost of the infrastructure.

CLEAR-Flow and VSR provide network-wide protection with the ability to respond and quarantine malicious behavior, regardless of signature, at 10 Gigabit speeds. CLEAR-Flow Security Rules Engine brings Layer2/3 packet inspection to core switches without the expense of specialized line cards. CLEAR-Flow also allows the VSR to offer its security capabilities throughout the network, thereby allowing it to protect a 10 Gigabit network in its entirety and without compromising network availability.



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Manufacturer Presentation.

Communications - Switch Advertisement

Foundry Networks Introduces NEW 10 Gigabit Switches for Application Acceleration and Delivery

Two New ServerIronGT 10 Gigabit Switches Enable Application Acceleration, Enhanced Security and Integrated SSL Acceleration for Secure Web and VoIP Services for business-critical content, commerce, and communication services.



The ServerIronGT C and E Series 10-GbE application switches include highly intelligent application traffic management, acceleration, and security features to help enterprises, service providers, and e-commerce businesses deliver IP and Web services with superior availability and performance. The modular design of the switches enables on-demand expansion and performance upgrades onsite, including the flexibility to add high-performance integrated SSL acceleration for secure Web service delivery.

The ServerIronGT C Series 10-GbE switch features an innovative two rack units (2U) high compact modular three-slot design and is ideal for space-constrained data centers. It packs the power of a data-center-class high-performance switch in the size of a traditional PC appliance. The device's one available slot may be used to add port density, insert a second active management module for doubling performance, or integrate SSL acceleration with an optional service module. The ServerIronGT E Series 10-GbE switch offers higher expansion capacity with a four-slot design and features front power supplies for enhanced serviceability. The management modules, line modules and SSL service modules are interchangeable between the two chassis, thus offering added expansion flexibility for the future.

For More Information Please Visit: www.Processor.com/Foundry (408) 586-1700 \_Manufacturer Presentation

# **AEP Netilla Security Platform SSL VPN**

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Featuring Client Machine Identity and Seamless Citrix and Windows Terminal Services Support

The new features include device identification – the ability to authenticate remote PCs with a "digital fingerprint" identifier before allowing them to connect to an enterprise network – seamless support for Citrix® or Windows® Terminal Services-based environments, and enhanced file services.

Client Machine ID (CMID) marks the most important security enhancement to the release. Based on proprietary AEP technology, CMID makes it possible



to identify a user's specific PC before he or she is granted access to network resources. CMID creates a unique device profile based on the PC's CPU, memory and other parameters; it enhances security by providing device authentication in addition to user authentication.

NSP's broader application support is made possible by two new refinements. The first, Citrix Client Push and Windows Terminal Services Push, automatically delivers a native full Citrix ICA client for Citrix environments or a Windows RDP client for Windows to the remote user's PC, enabling seamless direct access to either Citrix MetaFrame or Windows Terminal Services applications. For Citrix, this provides access to MetaFrame without going through Citrix Web Interface. For Windows, this eliminates the need for end users to download and configure their own RDP client.

The second application refinement, based on enhancements to AEP's Intelligent Port Forwarding, translates into support for a broader range of applications – including Oracle and applications with dynamic port ranges. Both of these features will be added to AEP's Web reverse proxy/Intelligent Port Forwarding access licenses at no extra cost.

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# Wi-Fi Spectrum Analysis Solution

Now With Updated Software Version 2.0!

**BumbleBee**<sup>TM</sup> is a precision-calibrated Wi-Fi spectrum analyzer that measures 2.4GHz, 4.9GHz and 5GHz (other models include Wi-MAX

and 900MHz). The handheld BumbleBee™ allows the user to capture, display and log RF data for network installation, coverage and interference analysis. The iPAQ's touch screen allows field engineers to perform advanced spectrum analysis, including three WAVEFORM TRACES, PEAK HOLD and PEAK SEARCH with PACKET / INTERFERENCE TRIGGERS.

New displays in BumbleBee 2.0 include: SPECTROGRAM, HISTOGRAM and PERSISTENCE screens with band presets and Interference ID Assistance.

BumbleBee<sup>™</sup> supports optional PC playback viewing software and Direction

Finding Antennae for pinpointing rogue APs, interference sources as well as wireless standards, including Public Safety Band, RFID, VoIP, 802.11(b,a,g & Bluetooth) and cordless phones/video. Available now for \$2,500 without iPAQ.

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# **Password Management Solution**

Cloakware Server Password Manager Express (CSPM Express) is an appliance-based solution. It enables the secure, automatic and regular update and retrieval of application passwords.

CSPM Express was specifically developed to address the needs of smaller organizations with 200 or fewer application accounts to be managed. It is packaged and priced for small and medium-sized organizations that want to automate the application password change process.

As a hardware-based solution, it is easy to deploy and has fault tolerance built-in with dual LAN, video, power and RAID hard drives.

- · Eliminates hard-coded application IDs and passwords
- Eliminates widespread knowledge of passwords
- · Eliminates the cost of application maintenance due to password updates
- Enables secure, unattended operations
- Automates regular changes for application passwords
- Supports regulatory recertification



CSPM Express (Appliance) - designed for organizations with less than 200 servers CSPM (Software) - designed for organizations with more than 200 servers

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# **Intelligent Fiber Connectivity Cable Infrastructure Solution**



OptiWatch™ is the latest version of DCS' intelligent fiber system, formerly marketed as IFS/9000 and OptiManager™. The redesigned

product is created for companies that need total control of their complex data center connectivity. OptiWatch™ intelligently manages the physical connections for the diverse hardware within data centers providing essential tracking and reporting.

OptiWatch<sup>™</sup> is a turnkey solution consisting of patch panels, cables and management software. With OptiWatch<sup>™</sup>, every move, add and



change is tracked in real time. Management is alerted to improper connections, and the entire system runs on its own private network to protect the integrity of the data it transports.

To learn more about how data centers are now able to better comply with Sarbanes Oxley, avoid risks and maximize IT staff productivity, Visit: www.Processor.com/DCS.



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# Intrusion Prevention Up To 60Gbps!

TippingPoint M60 sets new benchmark performance

The TippingPoint M60 is the industry's first Intrusion Prevention System (IPS) chassis and corresponding IPS modules able to scale up to 60Gbps.

As network bandwidth and throughput increase, enterprises demand security products that can meet those performance requirements in order to ensure real-time security. The TippingPoint M60 chassis supports 10 Gigabit interfaces and is available in 7-, 10- or 14-slot versions that hold the new IPS modules. It responds to customer demand for increased port count for greater network segmentation and higher throughput.

Three IPS module versions correspond with the TippingPoint M60 chassis: the T5000, a 5Gbps IPS module; the T2000, a 2Gbps IPS module; and the T1000, a 1Gbps IPS module. Each module offers the same functionality as the systems in the



TippingPoint M60

award-winning TippingPoint Intrusion Prevention System product line. However, the new IPS modules offer 12 Gigabit Ethernet ports, either copper or fiber, which is a 50% increase in port density over the existing TippingPoint Intrusion Prevention System product line. This allows for a maximum of 144 Gigabit Ethernet ports, which gives customers greater ability to segment the network. In addition to working with the TippingPoint M60 chassis, the IPS modules also work seamlessly with the 3Com® Switch 8800.

Each IPS module is capable of more than 2 million simultaneous connections and 1 million connections per second with switch-like latency of less than 150 microseconds. The IPS modules block worms, viruses, Trojans, Spyware, Phishing and Denial of Service attacks and are updated on a regular basis to protect against the latest threats through the TippingPoint Digital Vaccine® service.

For More Information, Visit: www.Processor.com/TippingPoint2



(888) TRUE IPS (888) 878-3477 Manufacturer Presentation.

# Reflex Security Adds Multi-Gig Solution to Network IPS Suite



Reflex Security, Inc., a leader in network intrusion prevention solutions, has developed a new multi-gigabit intrusion prevention solution, the Reflex IPS MG<sup>TM</sup>. The Reflex IPS MG identifies, analyzes and responds to internal and external security threats in real-time through comprehensive threat detection and prevention techniques. Operating inline at speeds of up to 5 gigabits per second, the Reflex IPS MG eliminates the tradeoff between effective security and scalable performance.

The Reflex IPS MG delivers improved security, increased reliability and performance to prevent today's most serious network security threats. The Reflex IPS MG vastly outperforms traditional solutions. It leverages a wire-speed, multi-gigabit packet-handling architecture, which utilizes application specific integrated circuit (ASIC) network interface modules that balance loads across multiple CPUs.

"In the past, protection of high-speed enterprise network segments meant compromising security for performance," said Hezi Moore, Reflex Security Founder and CTO. "As a result, organizations deploying network intrusion prevention systems are no longer forced to choose between offline, IDS-converted systems or purely ASIC-based solutions that promise speed but are limited in adaptability and slow to respond to new security threats."



www.Processor.com/Reflex

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Communications - Security Advertisement

# **Data Protection At Gigabit Speeds**

Moving from private, leased lines to IP networks is more than a trend; it's the new reality of networking. IP networks have indisputable benefits, including lower cost, higher speeds and greater flexibility. However, these benefits come at a price—increased network vulnerability due to the inherent vulnerabilities of IP.

The **CipherOptics SG1002** data protection gateway is designed specifically to protect your proprietary information and intellectual property throughout your high-speed IP net-



work. With its exclusive TILEA™ encryption architecture, the CipherOptics SG1002 can do what other solutions cannot: deliver wire-speed data protection with complete network transparency and virtually no latency. This combination of performance and ease-of-implementation is what sets the CipherOptics SG1002 apart from routers, VPN blades and firewall extensions and what makes it the best choice for data protection at high-speed.

- No encryption bottlenecks; enables up to 1.9Gbps full-duplex Gigabit Ethernet with AES encryption
- Ideal for latency-intolerant applications such as VoIP, videoconferencing and storage networking
- $\bullet \ \, \text{Ease of installation; "bump-in-the-wire" implementation}$
- Complete network transparency; the unit does not affect network traffic and does not require intensive management or maintenance
- Easily integrates into existing IP networks
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**CIPHER** O P T I C S

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# **Network Box: Improved** File & Email Policy Enforcement

Network Box has enhanced its "Unified Threat Management" solution with a new breakthrough in file and email policy enforcement at the gateway.



Network Box supports company policies for blocking and/or accepting email file attachments based on file extension type. The newly released Network Box "file" and "mime" email policies blocking engines extend this functionality to a new level and now support blocking of attachments based and their actual file or MIME type.

This means that Network Box systems are now able to block email file attachments based on what the files "are," rather than what they "say they are."

Blocking (or accepting) potentially dangerous file attachments in emails is common practice in the network security industry and a powerful tool in the hands of the system administrator. This functionality lets the administrator set up policies for what types of files are allowed in or out of an organization and can be used as an effective defense against executable code entering or leaving the protected network.

However, there is a problem: A file can simply be renamed to bypass the extension policy blocks. Although heuristics are present in Network Box scanning systems to prevent this for executable code, most systems are vulnerable to such policy avoidance techniques.

Recent advances in the "ease of use" of desktop operating systems are fast removing dependence on extension types for determining which application to pass each particular file on to. Newly emerging applications and operating systems are smartly determining that the file is intended for them, regardless of the file extension. The intelligence of the gateway policy and scanning engine needs to be extended to combat this new threat.

All Network Box customers have already been automatically updated to this new level of functionality and protection, using Network Box's PUSH update technology.

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The Linktropy 4500 can be used to validate and troubleshoot networks and applications under a spectrum of real-world conditions. Integrated Ethernet bridging makes it easy to emulate a WAN without routers or other costly equipment. Through an intuitive and easy-to-use graphical interface, the Linktropy 4500 can be installed and configured in minutes.



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#### **Password Management Solution**

CSPM Express is designed to help small to medium-sized businesses eliminate hard-coded passwords from their applications. New regulations have highlighted hard-coded passwords as insecure and unacceptable in any sized company. Auditors are now applying increased pressure to eliminate hard-coded passwords.



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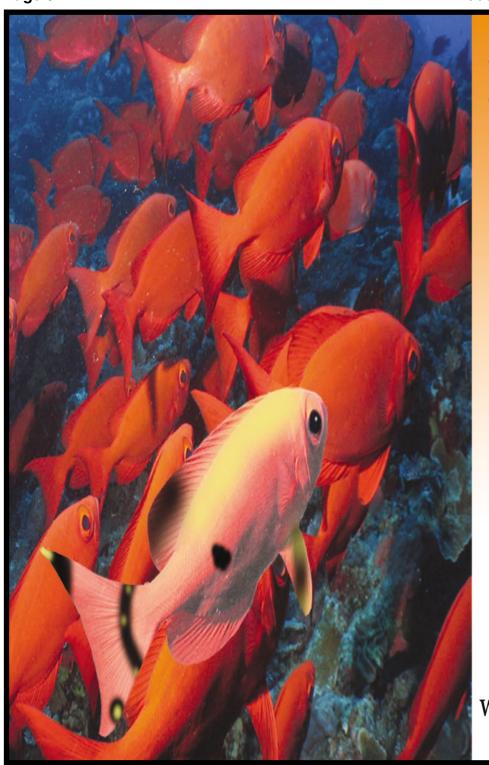
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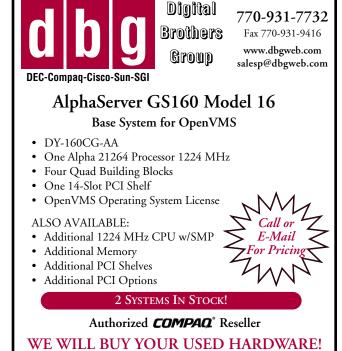
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   See our IT70 GSA Schedule #GS-35F-0208R

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# **Rackmount TFT / LCD Drawer**



Superb Quality • Unparalleled Versatility More choices than you ever dreamed of!

- 13", 15", 17", 19"
- Touch pad, track ball, real mouse
- With or without 4-, 8- or 16-port KVM
- 1U or 2U for independent monitor/keyboard use

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# **Open Or Enclosed Server Racks**



#### Superb Quality, Unparalleled Versatility Open or Enclosed Racks

- Choose from EIA standard Widths: 19", 23", 24" or 28" Depths: 24", 30", 36" or 42" Heights: 14U, 20U, 24U, 30U, 35U, 40U, 44U, 48U
- Includes 3 pairs of universal adjustable rackrails, casters and levelers, screws/nuts. Can do custom. 7 colors. Complete accessories available

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# **Tabletop / Portable Server Rack**



#### 32" (Usable Depth) - Perfect On or Under Desk

- 3U, 6U, 9U, 12U and 15U Heights
- Includes 4.5" fan, 25 pcs M6 hardware/cage nuts & levelers
- Black, locking plexi front door and vented rear door
- Supports Dell/IBM/HP/Compaq, etc. (univ. mounting rails)

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# **Wall Mount Relay Rack**



- Self-squaring guarantees easy assembly
- Two depths: 13" and 19"
- Five heights: 8U, 12U, 15U, 18U, and 30U
- No more stripped threaded holes
- Ultimate versatility with universal rack rail. Use 10-32, 12-24 or m6 screws.

See our IT70 GSA Schedule #GS-35F-0208R

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# **Shockrack Shipping Case**



20", 24" & 30" Depth

Million Mile Warranty: Every SKB hardshell case is unconditionally guaranteed forever. That means if you break it, we will repair it or replace it at no cost to you. SKB cases have been on the road since 1977 and have spent a good deal of time flying equipment for military combat operations. These are tough cases built for a lifetime of service.

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